



ST. HELEN'S HOTEL UNLIMITED COMPANY



#JOB-2439219



St Helen's Hotel, Stillorgan Road, Blackrock,
Co. Dublin, A94 V6W3



No of positions : 1



Paid Position



39 hours per week



36650.00 Euro Annually



23/03/2026



20/04/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : caitrona.mcgroary@sthelenshotel.ie



Open your camera app & point here to view this ad online



Hotel Hospitality Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

We are seeking an experienced and dynamic Hotel Hospitality Manager to oversee all hotel service operations. This senior leadership role is responsible for managing multiple departments, ensuring seamless operations, and delivering exceptional, personalised guest experiences in line with Forbes Travel Guide standards.

The ideal candidate will demonstrate strong leadership, strategic oversight, and independent decision-making.

Key Responsibilities:

Lead daily operations across departments and ancillary services, supervising managers and team leaders.

Drive performance management, staff development, and departmental goal achievement.

Plan staffing, rostering, and workforce strategies in line with occupancy and operational needs.

Define, implement, and uphold Forbes-level service standards, ensuring consistency, precision, and attention to detail across all touchpoints

Oversee operational systems (Opera Cloud, Symphony, SAP, Alkimii) for accurate reporting and efficiency.

Ensure compliance with health & safety, food safety, licensing, and company standards.

Prepare operational and financial reports, manage budgets, and identify cost-saving opportunities.

Collaborate with senior management on strategic planning, revenue growth, and new initiatives.

Skills & Competencies:

Proven experience in managing operations within a luxury hotel or high-end hospitality environment

Strong leadership presence with the ability to inspire, mentor, and develop high-performing teams

Deep understanding of Forbes Travel Guide standards and luxury service delivery

Exceptional attention to detail and a passion for creating memorable, personalised guest experiences

Proficiency in Opera Cloud, Symphony, and Alkimii (SAP experience advantageous)

Strong financial acumen with the ability to interpret and act on performance data

Excellent communication and interpersonal skills, with a polished and professional approach

Authority & Accountability:

Full managerial authority over hotel service operations and staffing.

Responsible for operational planning, service delivery, and compliance.

Independent decision-making for operational and guest service matters

- **Sector:** accommodation and food service activities

Career Level

- Professional