

DIVISIONAL TRAINER

HOUSEKEEPING

The Divisional Trainer is responsible for designing and delivering training in departmental Standard Operating Procedures (SOPs) to all colleagues within the Housekeeping division, as well as overseeing individual outlet inductions and ensuring maximum attendance of all training.

Reporting to the Learning & Development Manager as part of the Human Resources & Talent team, you will ensure that colleagues can execute SOPs proficiently and consistently, achieving service level excellence and exceptional levels of guest satisfaction. You will build strong relationships with key stakeholders, including Hotel Manager and Executive Housekeeper. Proficient use of market data and guest feedback is fundamental to this role in order to identify areas of success and future development.

Guided by our 'Craftsmanship of Care' values, the Divisional Trainer serves as a role model to other Housekeeping colleagues and will become a master of Quality Standards and Operating Procedures within the division. Facilitation and on the job training will be at the core of this role and as such strong coaching and feedback skills are essential to its success.

Entry Requirements

- Previous operational experience in a luxury establishment within Housekeeping
- Proven track record of delivering on the job training, coaching and providing feedback with a focus on Quality
- Ability to work flexible hours to support effective training delivery around peak business periods and shift patterns, to include some evenings and weekends
- Experience of working within a multi-cultural, multi-lingual and multi-skilled work environment
- Able to prepare and deliver training sessions and workshops
- Able to work with multiple data streams and guest feedback to define areas of strength and weakness
- Strong written and verbal English in order to communicate effectively
- Excellent presentation skills with the confidence and ability to break down complex content into simple messages
- Knowledge of computer software including MS Office. Learning Management system experience advantageous
- Analytical and evaluation skills
- Creative and resourceful in order to deliver engaging content
- End-to-end project planning skills
- Empathy for your colleagues
- Pride and attention to detail in your work
- The finest personal presentation

- Distinctive, professional and warm personality

Benefits include:

- Competitive salary
- 28 paid holidays per annum (inc. bank/public holidays)
- Complimentary dry cleaning of uniform
- Complimentary meals on duty
- Discounted Salon, Spa, Food and Beverage and accommodation rates in London and across the Corinthia Hotels International portfolio
- Online benefits platform with extensive discounts on dining, retail etc.
- Professional learning and development programs
- Extensive recognition programs and length of service awards
- Stakeholder pension entitlement
- Season ticket loan
- Childcare voucher scheme

About Corinthia:

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 294 beautifully appointed bedrooms, including 7 penthouses and 36 suites, with 24-hour flexible check-in/check-out, elegant lounges, restaurants and bars and the largest, most breath-taking spa in London.

A career with Corinthia Hotels provides you with a wealth of exposure and experience in genuine hospitality. We believe in delivering a quality service through the execution of high standards as well as the individual contribution of every team member.

We take pride in living our service promise – the Craftsmanship of Care – and we shall make sure that you are provided with a repertoire of skills that will transform you into an expert in luxury hospitality. We believe in the personal and professional development of our team members and it is part of our mission to promote committed and promising individuals to future leadership positions within Corinthia Hotels.

Eligibility

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK or be able to obtain such. Documented evidence of eligibility will be required from candidates as part of the recruitment process.