

Accommodation Centre: Night Supervisor **(<https://www.activelink.ie/node/114830>)**

About Us

We're a new accommodation centre based in Dublin 12, focused on providing first-class care and community for our residents. We're part of a wider commercial group in Ireland responsible for multiple high-profile organisations with a track record of delivering excellence across all our entities.

About the Job

We are seeking a proactive and reliable Night Supervisor to drive and maintain our high standard of delivery in our new venture. Working with a customer-first approach, the successful candidate will oversee night operations, ensuring smooth service delivery while supporting our residents. The role includes managing staff, addressing emergencies, and ensuring compliance with company policies.

Key Responsibilities

Operational Oversight:

- Ensure the smooth running of night operations in all areas of service, from resident needs to facility upkeep.
- Monitor the efficiency and quality of services delivered during the shift, identifying and addressing potential issues before they escalate.
- Troubleshoot any operational challenges or discrepancies, ensuring quick resolution while maintaining high service standards.

Emergency Response & Problem Resolution:

- Act as the first line of response to emergencies, including incidents involving residents, facility concerns, or operational issues.
- Take immediate action to resolve issues, from medical emergencies to service disruptions, ensuring safety and continuity.
- Assess situations calmly, make informed decisions, and escalate more complex matters to senior management as needed.

Compliance & Policy Enforcement:

- Ensure that all activities and operations comply with company policies, health and safety regulations, and any legal requirements.
- Monitor staff adherence to organisational procedures, ensuring consistency and quality across all service areas.
- Perform regular checks on systems, equipment, and facilities to ensure they meet operational standards and safety regulations.

Record Keeping & Reporting:

- Maintain detailed and accurate records of operational activities, incidents, and communications, including any actions taken during the shift.
- Compile reports for shift handovers, ensuring the next team is fully briefed on ongoing issues, updates, and special instructions.
- Complete any required documentation in a timely manner, ensuring transparency and accountability in operations.

Customer/Resident Support:

- Address any resident queries, complaints, or concerns in a professional, courteous, and timely manner.
- Ensure residents feel supported and valued during their stay, resolving issues promptly to ensure their satisfaction.
- Monitor resident needs, providing assistance as necessary, and ensuring any special requirements are met.

Conflict Management:

- Handle disputes or conflicts between residents and staff with a calm and solution-focused approach.
- Mediate conflicts to ensure a peaceful and cooperative environment within the centre.
- Demonstrate experience in de-escalation techniques and applying fair resolutions in challenging situations.
- Ensure all conflict-related incidents are documented and reported to senior management.

Interpersonal Communication:

- Maintain a courteous, respectful, and empathetic approach in all interactions with residents, staff, and stakeholders.
- Exhibit strong conflict management skills, ensuring clear and calm communication in high-pressure situations.
- Possess a PSA licence (desirable but not essential) to support the effective handling of security-related matters.
- Promote a positive and supportive environment through active listening, diplomacy, and effective verbal and written communication.

Quality Assurance & Continuous Improvement:

- Regularly assess the quality of services and facilities, identifying areas for improvement and implementing solutions.
- Collaborate with management to develop strategies for continuous service improvement, driving operational efficiency and resident satisfaction.
- Collect feedback from staff and residents to identify potential service enhancements and ensure continuous alignment with organisational goals.

Shift Handover & Communication:

- Ensure smooth and effective communication during shift transitions, providing detailed updates to incoming staff regarding operational issues, resident needs, and any incidents.
- Facilitate handover meetings as necessary, making sure that no critical information is overlooked and that incoming staff are prepared for the next shift.

Resource Management:

- Monitor and manage the availability of resources, including staffing, equipment, and materials, ensuring operations run efficiently.
- Order supplies and manage inventory levels when necessary, coordinating with relevant departments to maintain service continuity.

Health, Safety, and Well-being:

- Ensure the safety and well-being of residents and staff, maintaining a clean, safe, and comfortable environment.
- Conduct regular safety checks, including fire and emergency drills, to ensure readiness in case of incidents.
- Promote a culture of health and safety, regularly reminding staff of protocols and ensuring adherence to best practices.

Qualifications and Experience:

- Previous experience in hospitality, social services, or facility management is highly desirable.
- PSA licence is desirable though not essential.
- Ability to work nights
- Flexible and adaptable, with a willingness to work mid week, weekends, and holidays when required.
- Strong problem-solving abilities with excellent communication and interpersonal skills.
- Ability to remain calm and decisive in high-pressure situations.
- A proactive mindset and the ability to anticipate needs and take initiative.
- Strong interpersonal skills, able to manage staff relations, foster a positive working environment, and address resident concerns with empathy and professionalism.
- A customer-first attitude, with a genuine desire to ensure residents have a positive and comfortable experience.

- Strong organisational skills, with the ability to manage multiple tasks and priorities in a fast-paced environment.
- Understanding of health, safety, and regulatory compliance within the relevant sector (hospitality, social services, or facility management).

Please apply below:

<https://knockmittenhouse.bamboohr.com/careers/27>

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Region

Dublin 12

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1st Apr, 2025

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