



Spier attracts good people who love what they do, who want to make a contribution and be part of a team that shines. Our business is warm, full-hearted, open and supportive – thanks to our people. If integrity, pride and good wine matter to you, you might just have found your place in the sun - on our farm.

TEAM OPENING: Rooms Administrator

The Rooms Administrator is responsible for coordinating the daily administrative and operational support functions across Housekeeping, Front Office, Villas and the Buzz Club. The role provides centralised administrative support to the Front Office and Housekeeping departments while serving as a key communication hub between Housekeeping, Front Office, Maintenance, Villas and the Buzz Club.

The position supports the smooth and efficient flow of daily operations through accurate record-keeping, effective inventory and stock management, supplier coordination, delivery tracking and preparation for stock-taking. The Rooms Administrator will also assist with maintaining appropriate stock levels, monitoring supplier updates and ensuring that relevant administrative and operational requirements are consistently managed.

Key responsibilities

Inventory & Procurement:

- Assist with preparing all material required for the regular inventory counts (weekly/monthly) to ensure stock accuracy for both the front office and housekeeping departments.
- Prepare purchase requests and coordinate ordering to maintain optimal stock levels within budget.
- Track and manage stock levels of linen, cleaning supplies, uniforms, guest amenities, guest supplies, stationery, paper, chemicals, and gifting items.
- Track supplier contracts and renewals including servicing of the hotel Golf Carts and Mercedes.

Operational Coordination:

- Monitor and track room statuses, ensuring alignment between housekeeping progress and front office needs.
- Dispatch task sheets to room attendants and runners, ensuring clear daily work allocation.
- Manage key control processes, including issuance and return of master keys for all the relevant staff.
- Support coordination of deep cleaning schedules and special room preparations.
- Generate and distribute daily arrival/departure lists, occupancy reports, and no-show logs to management and relevant departments.
- Monitor stock levels for linen, guest amenities, guest supplies, stationery, paper, chemicals and gifting items.
- Placing orders and managing deliveries as necessary for housekeeping, front office, Buzz Club and the villa's.

- Log and track maintenance tickets (e.g., reporting broken fixtures in guest rooms to the Maintenance team).

Administrative & Financial Support:

- Maintain inventory records for linen, cleaning supplies, uniforms, guest amenities, guest supplies, stationery, ordering of stock and ensuring for accurate capturing of stock and supplies.
- Prepare and track procurement documentation to support cost control.
- Assist with (if and only when needed): Staff scheduling and roster coordination.
- Transport sheets.
- Verification of hours worked for payroll processing.
- Meal sheets.

Communication Hub:

- Act as the key liaison between Housekeeping, Front Office, Maintenance, Villa's and the Buzz Club teams.
- Ensure timely follow-up on outstanding tasks impacting guest readiness and service delivery.

Compliance & Safety:

- Maintain and update logs for lost and found records.

Knowledge, skills and qualities

- 1–3 years' experience in hospitality or facilities management.
- Housekeeping and Front Office experience would be advantageous.
- Competent working knowledge of Opera PMS and Opera Sales & Catering, or other property management systems.
- Proficient in Microsoft Office, including Word, Excel, and Outlook.
- Proficient numeracy skills.
- Strong organisational, administrative, and time-management skills, with the ability to manage multiple priorities in a fast-paced environment.
- High level of accuracy and attention to detail.
- Excellent verbal and written communication skills in English; additional languages would be advantageous.
- Strong interpersonal and teamwork skills, with the ability to communicate effectively with colleagues while being mindful of operational deadlines.
- Strong commitment to maintaining excellent service standards and delivering a professional, guest-focused experience.
- High degree of self-motivation, initiative, and drive.
- Calm, professional, and solution-focused approach when dealing with challenging situations.

Candidates must have valid South African identification and a clear criminal record.

At Spier our focus is on being regenerative in every way. When it comes to people, this means being able to reinvigorate and refresh your energy in a way that's infectious and rubs off on people around you.