

EXECUTIVE SUMMARY

We are now recruiting for an experienced Operations Manager to manage and motivate our team of managers and staff to be the best they can be. From recruitment to supporting their training, you will encourage their development and empower the team to consistently deliver the highest levels of customer service, to build success and share ideas.

Along with broad industry experience, you'll know all about financial and revenue management, resource planning, employee engagement and training & development. You will have experience in a similar role, be well organised and confident in your abilities. Commercially focused and able to motivate and lead the team, you should be committed to driving standards and enhancing the brand. An inspirational team leader, you'll lead by example, sharing our passion for hospitality and thriving in a fast paced environment.

This is a senior management role reporting to Director level.

MAIN DUTIES AND RESPONSIBILITIES:

Resource planning

- Working to a weekly set wage percentage against your forecasted business, reviewing all departmental rotas.
- Reviewing actual wage spend against forecast wage spend and recovering overspend as required.
- Control of all operational tools, systems and equipment.

Human Resources

- Training, development and all aspects of Human Resources in line with company HR procedures, current legislation and good practice.
- Creating and implementing Standard Operating Procedures (SOPs) by department.
- Overseeing staff retention strategies, including ensuring departmental induction is in place.
- Ensuring the smooth running of staff and operations including daily staff briefings, handovers and forward planning.

Operations

- Ensuring 4 Silver star quality standards are maintained in all hotel services in order to consistently deliver service standards and exceed customer expectations.
- Ensuring compliance with all appropriate legislation including licensing, health and safety, fire regulations, employment law and any other legislation as appropriate.
- Ensuring compliance with financial guidelines, including compliance with cash handling procedures.

PERSON SPECIFICATION

Essential Criteria

- 5 years within hotel management at similar level.
- Ability to manage a team of HoDs through effective coaching and delegation.
- Experience in delivering training and development programmes.
- Day to day management of financial/customer data & budgets to identify trends and recommend appropriate action.
- High level of interpersonal and influencing skills including effective communication with external and internal customers.
- Process and systems orientated; high degree of computer literacy.

Hours: 50 per week over 5 shifts, based on business needs. As rostered Monday-Sunday.

Salary: £32,000 gross per annum.