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Job Information Pack

HOTEL MANAGER

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Hotel Manager**

Reports to: **Executive Director of Operations**

Background

We are excited to introduce the role of Hotel Manager at our hotel in Weston-Super-Mare. This newly established position is pivotal in ensuring the smooth and efficient operation of our establishment.

The Hotel Manager will play a key role in maintaining exceptional service standards, ensuring guest satisfaction, and upholding our commitment to quality. This includes overseeing day-to-day operations, managing and supporting staff, and fostering a positive working environment that encourages teamwork and professional growth.

In addition to customer-facing responsibilities, the Hotel Manager will be responsible for budget management, financial planning, and ensuring the hotel's operations remain compliant with industry regulations and health and safety standards. By effectively balancing these duties, the Hotel Manager will contribute to the overall success and reputation of our hotel, ensuring every guest enjoys a memorable and comfortable stay.

Purpose

The Hotel Manager will have the privilege and responsibility for the day-to-day running of our Hotel, managing the vibrant team, planning shift schedules and ensuring the high standards we expect are consistently met by the Hotel team, whilst always maintaining a positive guest experience.

The Hotel Manager will manage bookings in line with our framework, drive business and increase our profile on online travel platforms.

- **Maintain Operational Excellence:** You will ensure that all standards are consistently met, and internal operations are carried out efficiently and effectively.
- **Foster a Customer-Centric Culture:** You will cultivate an environment where every team member is dedicated to delivering exceptional customer service, ensuring guests remain at the heart of all decision-making.
- **Exude Positivity and Professionalism:** With your upbeat personality and solution-focused mindset, you will consistently strive to provide outstanding service, enhancing the guest experience at every opportunity.

- **Demonstrate Versatility and Attention to Detail:** Your ability to multi-task, maintain keen attention to detail, and proactively solve problems will enable you to respond effectively to the needs of both internal and external stakeholders.
- **Provide Polite and Courteous Service:** You will consistently demonstrate respect and professionalism in all interactions, ensuring positive relationships with colleagues, partners, and guests alike.

Main Responsibilities

Corporate

- To maintain knowledge of YMCA Dulverton Group's operating environment.

Operations

- Guest Arrival & Departure: Ensure check-in procedures are strictly followed, providing a warm welcome and ensuring guests are efficiently checked in and allocated rooms in a prompt and courteous manner.
- Guest Relations: Be readily available to address and resolve any guest concerns, problems, or complaints in a timely and effective manner.
- Maximizing Occupancy: Manage room allocations to ensure maximum occupancy is achieved within the agreed overbooking policy.
- Reservation Management: Ensure all reservations are handled accurately, efficiently, and with a high standard of customer service.
- Team Communication: Foster effective communication between team members to ensure smooth collaboration across departments.
- Financial Oversight: Ensure daily account balancing procedures are followed to maintain accurate financial records.
- Professional Appearance: Ensure all staff maintain a professional and well-groomed appearance in accordance with the hotel's uniform standards.
- Front of House Presentation: Maintain clean, tidy, and welcoming Front of House areas at all times, including cloakrooms.
- Maintenance and Upkeep: Conduct regular checks of all Front of House areas to identify maintenance, repair, or refurbishment needs, ensuring prompt action is taken.
- Staff Scheduling: Plan staff rotas at least one month in advance, ensuring appropriate coverage during holidays and absences.
- Performance Management: Conduct regular performance appraisals to identify development needs, providing training and support to help staff achieve their potential.
- Staff Training: Deliver or oversee regular on-the-job training to uphold agreed service standards.
- Business Forecasting: Prepare and update business forecasts for your department as required, ensuring costs are managed in line with anticipated business levels.
- Sales & Revenue Growth: Proactively seek and respond to sales opportunities to maximize revenue and exceed budgeted targets.
- Promotional Planning: Assist in developing and implementing promotional strategies to boost sales and enhance the guest experience. Regularly review promotional initiatives to assess their effectiveness.

- Process Improvement: Contribute to the creation and updating of departmental standards and operational manuals to maintain best practices and ensure consistency.

General

- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing a budget ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Be an active member of our Senior Leadership Team, participating in activities which align with YMCA Dulverton Group's strategic direction.
- Any other duties consistent with the responsibilities of the post at the request of the Chief Executive or member of the Executive team.

Person Specification

KEY A = Application

I = Interview

| Criteria | Essential | Desirable | Assessed by |
|---|-----------|-----------|-------------|
| Education / Qualifications | | | |
| A good basic level of literacy and numeracy. | X | | A |
| Relevant hospitality qualification at minimum Level 2 NVQ. | | X | A |
| A qualification in business administration. | | X | A |
| Experience | | | |
| Experience of working in a hotel environment. | X | | A/I |
| Experience of front of house. | X | | A/I |
| Experience of conference organisation and facilitation. | | X | A/I |
| Significant previous experience of managing a team in a similar environment. | X | | A/I |
| Experience of cash handling | X | | A/I |
| Experience of sales in a hotel environment. | X | | A/I |
| Skills & Abilities | | | |
| Excellent communication and interpersonal skills and ability to build and maintain relationships. | X | | I |
| Excellent verbal, written communication and interpersonal skills. | X | | A/I |
| Excellent customer skills. | X | | I |
| Proficiency in IT skills including Microsoft Outlook & Word. | X | | I |
| The ability to manage a cost centre (stock, cost prices, orders etc). | X | | I |
| The ability to manage a team (supervision, training, motivation, delegation etc). | X | | I |
| Organisation and thoroughness. | X | | I |
| Ability to organise and plan your own work and that of others. | X | | I |
| Ability to lead and manage a team that feel supported and motivated. | X | | I |
| Ability to maintain good records and administration. | X | | I |

| Personal Qualities | | | |
|--|---|---|-----|
| Attention to detail. | X | | I/A |
| Open to receiving feedback, able to reflect on own practice and keen to learn. | | X | I |
| The ability to work under pressure and make quick decisions. | X | | I |
| Ability to deal calmly with unexpected situations and crisis' | X | | I |
| Commitment to training and professional development. | X | | A/I |
| Commitment to equality & diversity in the workplace. | X | | A/I |
| Honesty & Openness. | X | | I |
| Commitment to H&S and following policy and procedure. | X | | I |
| Self-motivated and resilient. | X | | I |
| Support the Christian ethos of the YMCA. | X | | I |
| Good time keeping. | X | | I |

Other requirements

- To be able to work evenings, weekends and Bank Holidays as required in line the requirements of the role.
- Have a driving licence and access to a car.

Main Terms of Employment

Salary: £30,000 per annum.

Location: Weston-Super-Mare. You will be required to work from our Blagdon location at least one day a week and may be required to work from our other hotel sites on occasion.

Hours: 37.5 hours per week.

Flexible working: We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.

Holidays: 28 days per year, plus bank holidays.

Pension: On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.

Benefits: Health and wellbeing of our staff is important to us. We offer regular training opportunities and a comprehensive benefits package. Including gym membership at a choice of locations, 10 days of free school holiday childcare, discounted childcare for 0-5's and a 1-night hotel stay at our locations.