



Role Profile

Job Title: Hotel Operations Leader	Role Profile Number: OPN69
Grade: M	Date Prepared: 18/03/19
Directorate/Group: Operational Services	Reporting to: Lydiard Hospitality Manager
Structure Chart attached:	No

Job Purpose

- To assist the Lydiard Hospitality Manager in ensuring that the hotel operation is carried out effectively, efficiently and economically ensuring high standards of customer care. Carry out Duty Manager role as required

Key Accountabilities

- Co-ordinate and supervise Hotel Front of House operations to ensure a safe, competent, customer focused service within stated budgets
- Organise Front of House staffing levels to ensure adequate cover at all times
- Liaise between various departments within the hotel and site to ensure effective and good communication regarding all aspects of the operation ensuring that all staff are made aware of known requirements, information and procedures both existing, changed or new
- Liaise with internal and external contractors to ensure works are carried out in a safe manner
- Assist in the recruitment, training and development of staff
- Oversee the efficient and effective operation of the hotel and conference centre facility activities when on duty
- Assist the Events team to ensure a co-ordinated approach to delivery, including overseeing the set up and set down of events and staffing to ensure the highest standards on events, content, and customer care are met
- To assist the Site Management team to maintain security and safety of facilities and assets and take

all reasonable care of staff and users of facilities in accordance with the Health and Safety at Work Act and ensure risk assessments are undertaken of all activities and regularly reviewed. Act as a site competent person in general health and safety issues with regard to risk assessments, emergency procedures and advice to staff

- Assist in establishing and maintaining robust systems and procedures to ensure consistency of operational administration
- Act as Duty Manager as required across the hotel and conference centre including events during evenings and weekends

Supplementary Accountabilities

- Undertake any other duties that can be accommodated within the grading level of the post as instructed

Knowledge & Experience

- Can demonstrate substantial experience in operational management, weddings, conferences, etc, Able to demonstrate a solid working understanding of health and safety and risk management
- Able to provide evidence of highly developed interpersonal skills and an ability to supervise a range of people in different disciplines
- Able to demonstrate strong Health & Safety knowledge and practice
- Able to demonstrate and provide evidence of a commercial awareness and achievement
- Can provide evidence and demonstrate the ability to work as part of a team and on own initiative
- Can provide evidence to establish productive relationships with people at all levels
- Can provide evidence of excellent communication and presentation skills
- Experience of budgeting Able to work as part of a team
- Meticulous attention to detail
- Strong client relationship skills
- Excellent clear communication skills, written and verbally
- Provide evidence of leading and working within teams
- Significant awareness of event health and safety matters and legislation for event management

- Demonstrate an ability to work well under pressure and deadlines

Qualifications

- Degree in Hotel Management or similar qualification or considerable leisure attraction or hotel operational experience

Decision Making

- Staffing levels
- Supplies and services

Creativity and Innovation

- Can demonstrate excellent organisational skills
- Can demonstrate the ability to build upon client requirements to enhance and exceed expectations.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Supervisory responsibility for up to six front of house staff. <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Day to day service delivery • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p> <p>Equipment</p>
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Contacts and Relationships

- Customer client
- Elected Members
- Management team
- Council managers and colleagues

Other Key Features of the role

Potentially unsocial hours including early mornings, evenings, weekends and bank holidays if required. The role can require standing for lengths of time.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	