

Job Description: Accommodation Manager



Function:	Government & Agencies
Generic job:	
Position:	Accommodation Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	
Position location:	

1. Purpose of the job

- To manage the successful operation of the accommodation services within the scope of the SIP and Booklet 3. To facilitate bookings and maximise availability of accommodation in a professional and efficient manner. To manage all arrivals and departures whilst ensuring that any defects are reported and hastened as and when required.

2. Dimensions

Revenue FY13:	€tbc	EBIT growth:	N/A	Growth type:	N/A	Outsourcing rate:	N/A	Site based
		EBIT margin:	N/A					
		Net income growth:	N/A			Outsourcing growth rate:	N/A	
		Cash conversion:	N/A					
Characteristics		<ul style="list-style-type: none">▪ Each verified failure to allocate available and appropriate rooms results in KPI occurrence▪ Booking enquiries received at least 3 days in advance of arrival date, must confirm an appropriate booking or issue a non-availability or suitability certificate▪ Notify requestor of non-availability within 1 Business Day of request made▪ Must be able to demonstrate accurate recording of availability & occupancy for each location upon request▪ Must produce, retain accurate data and information for all accommodation bookings made, non-availability and defect registers▪ Provide cleaning service provision to meet change in occupation needs and to ensure optimum availability of accommodations						

3. Organisation chart

General Manager

Accommodation
Manager

4. Context and main issues

- Dealing with MOD customers who require last minute accommodation, the challenges are that there aren't the rooms available last minute and they should be booked in advance of attending training courses, rooms are available on a first come, first served basis
- Ensure cleaning service provision to specified standards
- To carry out and ensure adequate march in / march out procedures
- Report and manage all damages and defects
- Supply monthly and ad-hoc statistical reports to mess manager/general manager/DIO/MOD team
- Manage the training plans received from the customer/MOD/DIO/Sodexo to allocate rooms in accordance with their requirements
- Day to day support of the team with training, issues and welfare

5. Main assignments

- Maintain excellent client/customer relationships
- Training new colleagues on the booking system across the contract, either in person or by phone
- Comply with all Sodexo company policies/procedures and client site rules and regulations
- Carry out other reasonable tasks and/or instructions as directed by management
- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To attend team briefs, huddles and meetings as required
- To attend your performance review to discuss and agree job performance, objectives and development activities
- To maintain professional work standards at all times
- To care for all company equipment and ensure that any faults are reported to management
- To act as duty manager 'on call' and holiday/weekend cover as directed by line manager
- To work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the site
- To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To continually monitor all health & safety, mental health and wellbeing and Food Safety standards in all service operations and ensure they are maintained at the required level
- To drive performance through adherence to all promotional activity and marketing initiatives

- To contribute to the achievement of site budget performance as determined by general manager and regional management team and/or segment business objectives
- To work in conjunction with other department managers to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
- Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
- Develop and maintain a positive internal and external network
- Continued professional learning and development in role
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- Achieve excellent customer service standards and excellent communications both verbal and written
- Project a professional image at all times, act as a brand ambassador
- Contribute to profitability by controlling all costs and by ensuring KPI's are not incurred for accommodation services
- Pass all internal and external audits
- Achieve accommodation bookings to service level agreement targets
- Ensure rooms are cleaned, ready and available to meet customer needs, liaise with colleagues managers to achieve this output
- Maximise occupancy availability and use
- Ensure damages made by occupants are recorded, reported timely and accurately
- Report all defects immediately and record through due diligence documentation
- Hasten defect reporting and repairs at least weekly, record and retain accurate records
- For booking enquiries received with less than 10 Business Days in advance of arrival date, must issue non-availability / suitability certificate within 1 Business Day
- For booking enquiries received with more than 10 Business Days in advance of arrival date, must issue non-availability / suitability certificate within 5 Business Days

Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance

- The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies, avoidance of KPI's as well as payroll.

Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS). Comply to service level standards.

Service excellence

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

Continuous development

- The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.

7. Person Specification

Essential:

- Knowledge of working in a management role within the soft FM service industry
- Leadership skills and knowledge
- People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety
- Ability to make independent decisions
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable:

- Experience of working within military environment
- Previous experience in effectively managing in a similar role
- Health and Safety qualification equivalent to IOSH managing safely

8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	

9. Management Approval – To be completed by document owner

Version	1	Date	07 September 2016
Document Owner	SB		

10. Sign off

Job holder name:		Line manager name:	
Job holder signature:		Line manager signature:	
Date:		Date:	