

Job Description: Hotel Manager

Function:	Energy & Resources
Position:	Hotel Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Cluster Lead Upstream UK
Additional reporting line to:	
Position location:	Woodbank Hotel, Aberdeen

1. Purpose of the Job – State concisely the aim of the job.

- To manage and support all hotel departments to the agreed specification and to the agreed performance, qualitative and financial targets as laid out in the contract.

2. Context and main issues – Describe the most difficult types of problems the jobholder must face and/or the regulations, guidelines, practices that are to be adhered to.

- Delivery of a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets at a members only hotel, owned by the Client
- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Dealing effectively and safely with all service requests and incidents within the range of competence, training and experience as required and by out of hours response where necessary.
- People Management
- Financial Management of the core accounts, ensuring all invoices are paid on-time and that the spend is controlled within the budgets.
- Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.

3. Main assignments – Indicate the main activities / duties to be conducted in the job.

Operations

- Engage with existing patronage and seek new business opportunities within the member base.
- Supervise work at all levels (receptionists, kitchen staff, housekeeping, office employees etc.) and set clear objectives.
- Innovative marketing and strategic vision to increase occupancy and engagement with all facets of the offer to drive profitability.
- Plan activities and allocate responsibilities to achieve the most efficient operating model.
- Develop and implement an intuitive and efficient marketing strategy to promote the hotel's services within the client wider portfolio.
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Collaborate with external parties such as suppliers, travel agencies, event/conference planners etc.
- Inspect facilities regularly and enforce strict compliance with health and safety standards.
- To organize and oversee subcontractors within the company.
- Manage all aspects for the effective delivery of all hotel services and departments.
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the workplace and training of staff.
- Ensure that excellent levels of service are being delivered across the site(s) in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, stock and the overall establishment, is always safe and secure.
- Liaise with client representatives and promptly deal with any client issues or complaints
- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- Ensure all company documentation is completed correctly and is compliant
- Attend client meetings, become actively involved in site procedures, suggest improvements and provide feedback to clients
- Undertake unit audits for all departments
- Carry out other reasonable tasks as directed by management
- Cover in all departments during periods of holidays and sickness if required
- Coordinate any PPMs and reactive works with the Hard Services Lead to ensure the site is fully compliant

Finance

- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo and detailed in the site budget. Control all costs such as labour, expenses, cash purchases.
- Manage budgets/expenses, analyse, and interpret financial information and monitor sales and profits
- Prepare robust financial commentary for any monthly variances, prepare accruals
- Ensure that the Company's accountancy documentation and administration procedures are carried out to Sodexo Compliance Standards and that the necessary weekly & monthly returns are completed accurately and timely.
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets.
- Submit regular reports on the company's payroll system, highlighting any irregularities.

People

- Ensure the payroll for site staff is completed accurately by the Finance Administrator and personnel records are maintained to comply with statutory regulations and Company policy.
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff appraisals to be conducted at least every 6 months). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training.
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
- Comply with the procedures as laid down within the HR People Policies or as advised by the Human Resources Advisor.
- Ensure any HR queries or disputes are dealt with in a timely fashion.
- Hold regular team meetings

- Attend Company Training Courses and regional Meetings as requested.
- Plan and control holidays within the operation to 'self-cover' where practicable.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To manage day-to-day aspects relating to the management and maintenance of the service requirements within the contract, to the agreed performance, qualitative and financial targets.
- To actively support relevant statutory, company and site H&S compliance together with the monitoring of related equipment
- To be responsible for scheduling of work within the specified details of the contract to include effective Human Resource administrative tasks.
- To motivate and lead employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures

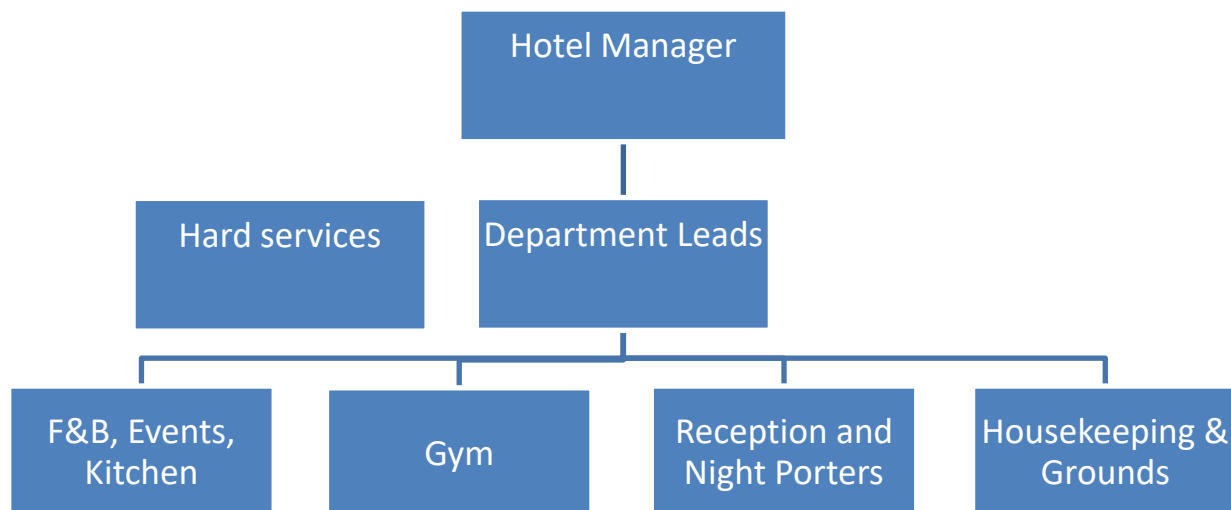
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- In charge of departments as per the org chart
- Approximate 45 personnel
- 7 day operation

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Proven experience as Hotel Manager or relevant role
- Excellent use of English, written and spoken
- Understanding of all hotel management best practices and relevant laws and guidelines
- Working knowledge of MS Office; knowledge of hotel management software (PMS) is an advantage.
- Excellent customer service skills as well as a business mindset
- Demonstrable aptitude in decision-making and problem-solving
- Reliable with an ability to multi-task and work well under pressure.
- Outstanding leadership skills and a great attention to detail.
- Room IT and digital service skills necessary for conference facilities.
- Ability to manage multiple priorities with a hands-on, practical attitude.
- Desirable: Degree in Business Administration, Hotel/Hospitality Management, or relevant field.
- Desirable: IOSH Managing Safely Qualification or Equivalent

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



8. Employee's Approval – To be completed by employee.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

I can confirm I have read the full content of my job description and understand the requirements of this role:

Employee's signature	
Date	
Line Manager's Signature	
Date	