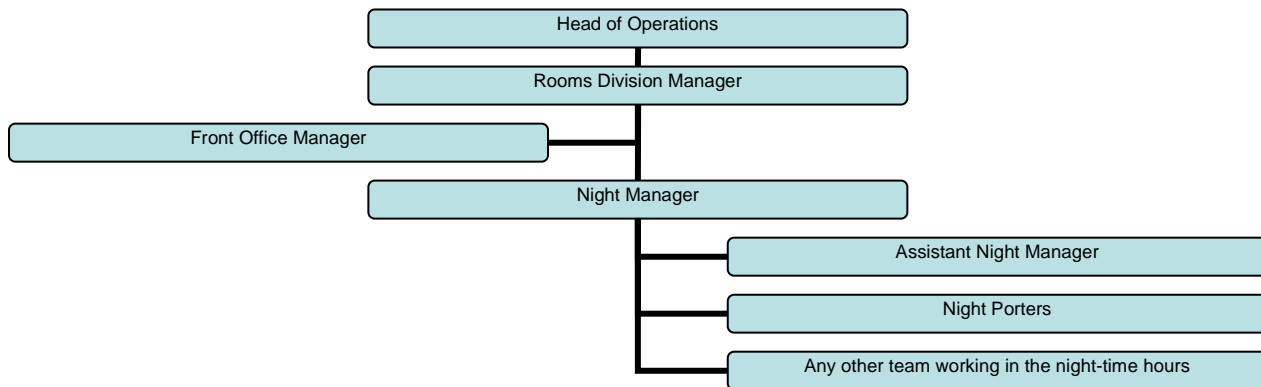


JOB DESCRIPTION

JOB TITLE	Assistant Night Manager
DEPARTMENT	Rooms Division/Front Office
RESPONSIBLE FOR WHICH OTHER POSTS	Night Porters, Night Cleaners, other teams during the night-time hours in the absence of the Night Manager
RESPONSIBLE TO	Night Manager

Organisation Chart



Job Summary

Responsible for supporting the management aspects of the night operation following the guidance of the Night Manager. Required to provide top-quality guest experience, check-in & check-out, helping to drive standards across the nights team, ensuring compliance and maintaining health and safety.

Main Duties

- Monitor the Hotel operation and ensure compliance during shifts.
- Undertake night reception duties, including check-in and check-out.
- Support the F&B team with monthly stocktake audits and always ensure the night audit is thorough and processed correctly.
- Work closely with the Food & Beverage team to support the closing-down elements of Conference, Banqueting and Special Events.
- Oversee the setup of our conference rooms, nightly cleaning of public areas and periodic cleaning of back of house areas.
- Ensure ongoing health and safety of guests and staff, including conducting night fire safety and security walks.
- Ensure employees are working in a safe environment.
- Attend monthly Hotel management meeting if/when the Night Manager is unable to attend.

- Any other duties commensurate with the role.

Revenue, Guest and Finance Activities

- Look for areas to improve our operational efficiency whilst supporting the Night Manager in their plan for improvement within the nights team.
- Proactively contributing to the achievement of the Night teams' KPIs.
- Proactively and professionally resolve guest queries during shifts.
- Ensure timekeeping and annual leave are scheduled and monitored appropriately and in-line with the Hotel's operating policies.
- Work closely with the Hotel's Finance team to identify key areas that require attention, such as outstanding payments, chargebacks.
- Ensure that a detailed night audit process is followed by all members of the nights team.
- Ensure all employees are adhering to the Hotel's cash handling procedures.

Employee Management Activities

- Support in the development and motivation of the night team, including delivering on the job training.
- Encourage participation in all training courses, including mandatory health, safety and emergency procedure training.
- Support the Night Manager with monitoring employee sickness and recording absences, following guidelines set out in the Hotel's absence policy.
- Keep the nights team up to date on new operational procedures, processes and initiatives.
- Encourage employee relations through recognising good service and performance, and by night team representation at company events.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

PERSON SPECIFICATION

Experience

- Previous experience of night audit procedures.
- Experience of overseeing the highest standards of health and safety.
- Experience of developing and coaching team members.
- Experience of Guestline/Rezlynx would be an advantage, but not essential as full training will be provided.

Skills, Abilities and Knowledge

- Genuine desire to put the guest at the heart of everything you do.
- Ability to lead and work effectively as part of a team.
- Passion for high quality food and service.
- Ability to drive high standards and consistency.
- Excellent organisational and planning skills.
- Ability to communicate and collaborate effectively at all levels.

Qualifications

- Good level of general education (GCSE or equivalent in English and maths).
- Health & Safety Awareness training.
- COSHH training.