

JOB DESCRIPTION

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

Job Summary

Responsible for the management of the night operation with the support of the Assistant Night Manager. Required to assist Front Office Manager in the provision of top-quality guest experience, check-in & check-out, driving standards, ensuring compliance and maintaining health and safety.

Main Duties

- Monitor the hotel operation and ensure compliance in the night-time hours.
- Effectively manage team resources, including taking over the bar operation to relieve the evening team or assisting the breakfast team in setting-up for the day ahead.
- Work closely with the Food & Beverage team to take over the closing-down elements of Conference, Banqueting and Special Events.
- Oversee the setup of conference rooms, nightly cleaning of public areas, and periodic cleaning of back of house.
- Ensure night fire safety and security walks are conducted.
- Ensure all employees are working to the required standards, including wearing the correct uniform.
- Ensure employees are working in a safe environment.
- Assist with stock-taking/audits.
- Attend the monthly hotel management meetings.

Supporting Profitability and Revenue Goals

- Monitor productivity of the night team and determine areas to improve operational efficiency.
- Set SMART goals for your team, in line with the team's and Hotel's KPIs.
- Resolve all guest queries in the night-time hours, using strong service recovery skills to ensure maximum satisfaction and minimise complaint escalation wherever possible.
- Ensure timekeeping and annual leave are scheduled and monitored appropriately and in-line with hotel operating policies.
- Work closely with the Hotel's finance team in identifying areas that require attention, including outstanding payments and chargebacks, and ensure a detailed night audit process is followed by all members of the nights team.
- Ensure all employees are adhering to proper cash handling procedures and monitor overage/shortages.
- Work with the wider management team to implement improvement plans and remove guest irritants at every opportunity.

Supporting Human Resources Activities

- Monitor employee attendance and record sickness and absence, following guidelines set out in the Hotel's absence policy.
- Promote teamwork and maintain a high level of employee morale, through coaching, development and employee recognition.
- Keep employees informed regarding new operational procedures, standards or programmes.
- Assist the Front Office Manager in handling employee performance issues (e.g., PDRs, 1-2-1s).
- Promote and effectively manage participation in safety-related courses offered by the Hotel.
- Ensure all employees have complete and up-to-date knowledge of emergency procedures.
- Encourage employee relations through recognising good service and performance, and by night team representation at Hotel events.
- Create and champion incentives that will maintain an excellent guest experience and/or profit for the hotel.

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 would be an advantage, but not essential as full training will be given.