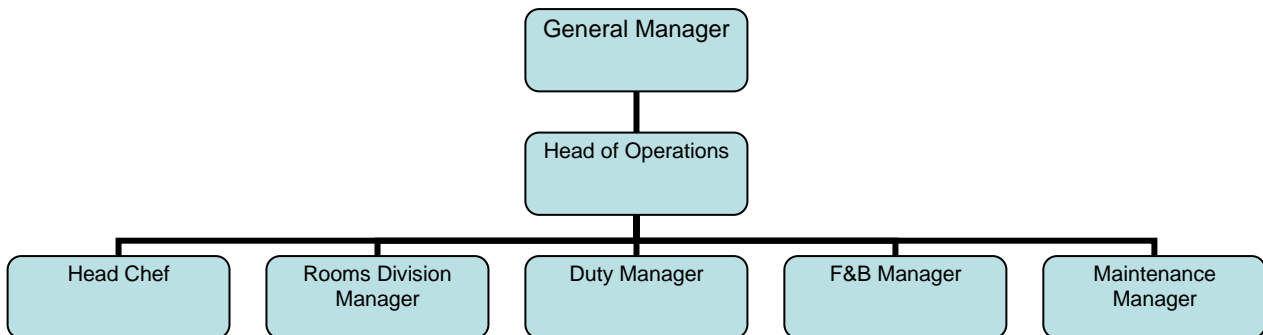


EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Head of Operations
DEPARTMENT	Operations
RESPONSIBLE TO	General Manager

Organisation Chart



Job summary

To support the General Manager in the delivery of the Hotel's Vision and 5-year plan by taking responsibility for this across the operational departments. The role's responsibilities will be focused on the Food and Beverage, Rooms Division, Duty Manager and Maintenance operational departments. The Head of Operations will provide support to key members of the Hotel's management team and will be accountable for their contribution to the Hotel and their individual and team performance.

Main Duties

- Delivering of the Hotel's Vision and 5-year plan across the operational departments.
- Leadership responsibility for a number of Heads of Department in the Hotel and overall responsibility for their performance within the Hotel.
- Delivering and reviewing operational KPIs.
- Overseeing the day-to-day operation and running of the Hotel, ensuring the guest is at the heart of all we do.
- Developing excellent relationships with suppliers and contractors, ensuring the best quality and prices are achieved.
- Providing hands-on support when required for any operational departments.
- Ensuring the Hotel's best practices and procedures are reviewed on a regular basis.
- Reviewing and management of guest feedback, including all branded platforms and social media feedback. Appropriate action and responses are taken.

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- Ensuring appropriate levels of staffing are maintained to produce consistently excellent service.
- Ensuring compliance with all external regulators including quality assurance guidelines and health and safety regulations.
- Maintaining the asset. Ensuring all areas are compliant and maintained, including staff uniform and brand standard requirements.
- Management of human resources responsibilities, within your function, including interviewing, training, development, and support in employee relations management and employee engagement.
- Attending all required hotel meetings.
- Leading senior meetings in absence of Hotel General Manager.
- Ensuring excellent communication across the Hotel.
- Working closely with the Commercial Team to agree sell to capacity strategies.
- Producing a weekly food and beverage forecast.
- Supporting with the annual budgeted process for food and beverage revenues.
- Leading and developing marketing efforts in all operational departments to upsell to guests on Hotel facilities and all outlets.
- Identifying personal training needs and attending appropriate training to develop knowledge, techniques and skills.
- Overseeing the labour costs, ensuring they are controlled, in liaison with the relevant Head of Department.
- Ensuring stock and wastage is controlled and appropriate levels are maintained, providing the relevant training to support this.
- Undertaking duty management (early and late shifts)
- Carrying out any other duties assigned by the General Manager.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or 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.

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Person Specification

Experience

- Minimum of two-years' experience in an hotel senior leadership role with responsibility for all operational departments.
- Minimum of two-years' experience in a full-service hotel.
- Proven track record of successfully managing hotel operations.

Knowledge and Skills

- A true passion for hospitality.
- Ability to effectively organise and multitask.
- Ability to react positively to challenges.
- Ability to positively influence and challenge at all levels.
- Excellent people management and communication skills.
- Strong financial acumen and commercial awareness.
- Excellent MS Office skills, including Word, Excel, PowerPoint and Outlook.

Qualifications

- Management/Leadership qualification desirable.
- Health & Safety qualification (IOSH/NEBOSH) desirable