

## *Job Description*

<i>Job title</i>	Deputy General Manager
<i>Job location</i>	Ednam House Hotel
<i>Reporting to</i>	General Manager
<i>Responsible for</i>	Support to General Manager (GM) in the management of Heads of Department, overall hotel team of over 30 people

### *Main Purpose of Job*

Responsible for supporting the GM in the overall operational and financial performance of Ednam House Hotel with a particular focus on driving the smooth day to day management and running of all departments. To cover the GM when absent and to provide daily operational management and support of the hotel team.

To promote the image and company mission statement of The Robert Parker Collection at all times, by ensuring high standards of both professionalism and personal presentation.

### *Key Areas of Responsibility*

#### *Leadership*

- Work with the GM to communicate effectively with the HoD team to ensure that information is shared and cascaded and the team have all the knowledge they need to perform their jobs effectively
- Drive and manage the execution of the strategic plan to ensure, through the HoD team, that the plan is delivered
- Role model excellent Duty Management and ensure there is consistency in the team in terms of DM cover and shifts
- Communicate and work with other DGM's in the company to share best practise and work collaboratively across the group
- Represent the Company at relevant external business, marketing and networking events, in the GM's absence

#### *Financial Performance*

- Work with the GM to agree and set budgets and forecasts for the hotel and departmental teams
- Working to the budgets and forecasts that have been agreed, support the HoD's to monitor and manage operational costs to help ensure the profitability of the business
- Support in the sourcing and delivery of revenue opportunities from leisure, corporate, spa and function sectors
- Support the management of on-going profitability of the hotel, ensuring revenue targets are met and exceeded
- Help to maintain a financial and commercial culture through the whole team to motivate them to achieve and exceed targets in areas of sales, payroll, costs.

#### *Customer Service*

- Ensure that you are aligned with, and the hotel consistently, achieves the goals set out within the company mission and values statement.

- Set an example to others in guest service standards, constantly and consistently role modelling and enforcing the importance of excellent guest service to the whole team.
- Create an environment within the hotel where guests' expectations are met and exceeded. Ensure that all employees put the needs of the guest first and that a culture of 'the guest comes first' is consistently applied throughout the business.
- Deal effectively and courteously with all guest feedback. Taking immediate action, where necessary, to remedy and improve standards. Actively encourage guests to provide feedback on their experience.

### Sales and Marketing

- To work closely with the Group Revenue Manager to ensure that all revenue opportunities are realised and that the management of bookings is kept updated to ensure availability is maximised
- In conjunction with the HOD team, actively seek out new clients and business opportunities in order to build up and develop the annual turnover of the hotel. Support the GM and hotel strategy to build client numbers and business opportunities in line with the strategic plan to grow annual turnover
- Support the GM in ensuring that all sales opportunities at the hotel are maximised, regularly reviewing processes and staff training to support in sales growth

### People and Training

- Responsible for supporting the GM in everything to do with individuals, teams, staff liaison, and management support, including recruitment (to HOD level), development and the management of disciplinary action in line with company policy
- Support with regular reviews with the HOD team, ensuring that they do the same with the team members that report directly to them
- Ensure that there is a clear development plan for the hotel. Implement, participate in and contribute to training and development within the hotel, to ensure that the relevant service standards and all statutory training requirements are met

### Communication

- Ensure that there are clear and appropriate lines of communication which ensure that the whole team have all the information they need to enable them to work effectively
- Support with and hold regular briefings and meetings with the HOD team relating to the hotel and company policies and procedures and share information relating to targets, performance and priorities. Ensure this information is cascaded through departmental meetings

### Health and Safety and Compliance

- Work with the GM, CEO and RBS Mentor to ensure that all statutory training requirements are met
- Respond appropriately to audits to ensure continuous improvement is achieved
- Responsible for supporting the GM in the Health & Safety of the hotel, working with RBS Mentor consultancy service, to ensure all statutory training requirements are met.
- Manage and ensure the hotel meets compliance with the legal requirements of all aspects of Health and Safety including fire and food safety and licensing laws.

### Property

- Support the GM in overseeing the day-to-day maintenance of the hotel including all routine servicing and ad hoc repair/maintenance requests

- Assist in creating a financially viable and prioritised action plan for major projects and ongoing repairs working with the GM and maintenance team.
- Develop with the GM and maintenance team a programme to cover all regular service and maintenance requirements of equipment, plant machinery and resources, including any annual licensing or certification needs.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><i>Relevant Experience</i></p> <p>Work and non-related work experience relevant to the job and organisation</p>	<p>A leader with strong commercial acumen and the ability to increase profitability balanced with excellent customer care and focus</p> <p>Management experience, either as a Deputy General Manager, or as a Senior Manager within a medium sized hotel (over 20 bedrooms)</p> <p>In-depth knowledge of the hotel, leisure &amp; service sector</p> <p>Proven achievement of key targets and deadlines</p> <p>Strong IT literacy and experience of hotel bookings systems</p>	<p>Understanding of three/four star standards</p> <p>Experience of setting and managing budgets</p> <p>Budgetary responsibility</p> <p>Experience of marketing and sales within previous roles</p> <p>Experience of working with Guestline</p> <p>Experience of working within a group of hotels</p> <p>Experience of working with Guestline’s Reslynx booking software</p>
<p><i>Education/ Training</i></p> <p>Specific qualifications and or training</p>	<p>GCSE grade C and above (or equivalent) in English &amp; Maths</p>	<p>Degree or diploma in Hotel Management or equivalent</p>
<p><i>Qualities, knowledge &amp; skills</i></p> <p>Personal skills, qualities, behaviour, most of these will be essential as many of these cannot be trained</p>	<p>An empathy with and understanding of the RPC company values (attached to this document)</p> <p>A desire to be the best and to strive for excellence</p> <p>Excellent organisational, communication and interpersonal skills to manage, support, advise and influence others within the business</p> <p>Hands-on approach and proven ability to work under pressure and to tight deadlines</p>	
<p><i>Additional factors</i></p> <p>Unsocial hours/eves/weekends. Ability to drive etc</p>	<p>Appreciation of the responsibility and need to manage a 24hour operation</p>	