



# General Manager

**Location: Hampton by Hilton Belfast**

**Reports to – Cluster Manager & Managing Director**

## **What's the job?**

As General Manager of the Hampton by Hilton, Belfast you'll provide day-to-day leadership and direction by maximizing financial returns, driving development of people, creating and maintaining a unique guest experience, executing on brand standards and building awareness of hotel and brand in the local community.

## **Your day-to-day...**

### **People**

- \* Develop programs and initiatives to increase team engagement that are aligned with the service philosophy
- \* Develop, implement and monitor team member succession planning to ensure future bench strength
- \* Establish performance and development goals for team members and provide mentoring, coaching and regular feedback to enhance performance
- \* Oversee HR related actions in accordance with rules and policies

### **Financial**

- \*Prepare annual capital, cash flow and sales and marketing plans to accurately forecast budgets and achieve required operating results
- \*Analyse financials to drive revenues, future profitability and maximum return on investment. Use distribution channels and technology platforms to drive revenue and maximise market share
- \*Lead capital plans and asset management initiatives, including working with owners to maintain or improve property's market leader position

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## Guest Experience

- Demonstrate brand citizenship by maintaining compliance with all required brand and service standards, and license agreement mandates
- Drive improvement in guest satisfaction goals. Collaborate with colleagues and hotel team members to establish and implement services and programs that meet or exceed guest expectations
- Speak to guests – ask for their feedback and relationships

## Responsible Business

- Ensure a safe and secure environment for guests, colleagues and hotel assets in compliance with policies and procedures and regulatory requirements
- Maintain relations with outside contacts
- Act as public relations representative to raise awareness of hotel and brand in local community
- Drive team member involvement in community organizations, activities and businesses
- Develop and carry out action plans to be environmentally-conscious by taking steps to reduce the hotel's carbon footprint

Perform other duties as assigned. May also serve as manager on duty

## Accountabilities

This position is the top level in a property with a variety of technical aspects and competitive pressures.

### What we need from you...

## Essential

- Bachelor's degree / higher education / qualification or equivalent in Hotel and Tourism / Hospitality / Hotel Administration, Business Administration or equivalent combination of education and experience
- Must speak Fluent English and preferably other languages also
- Minimum of 2 years of hotel as a Head of Department in a Hotel
- Experience in a branded setting

## Desirable:

- Experience working in a Front Office Management role
- Experience as a General Manager

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## What are we looking for?

Since being founded in 1919, Hilton has been a leader in the hospitality industry. Today, Hilton remains a beacon of innovation, quality, and success. This continued leadership is the result of our Team Members staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these Values:

- Hospitality - We're passionate about delivering exceptional guest experiences.
- Integrity - We do the right thing, all the time.
- Leadership - We're leaders in our industry and in our communities.
- Teamwork - We're team players in everything we do.
- Ownership - We're the owners of our actions and decisions.
- Now - We operate with a sense of urgency and discipline

In addition, we look for the demonstration of the following key attributes:

- Quality
- Productivity
- Dependability
- Customer Focus
- Adaptability

## What will it be like to work for Hilton?

Hilton is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For nearly a century, Hilton has offered business and leisure travelers the finest in accommodations, service, amenities and value. Hilton is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands. Our vision “to fill the earth with the light and warmth of hospitality” unites us as a team to create remarkable hospitality experiences around the world every day. And, our amazing Team Members are at the heart of it all!

**The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

