

## Night Manager

**Location:** IBIS Queens Quarter, 75 University Street, Belfast

**Department:** Nights

### About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company. We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

### About the Role...

This is a crucial role within a dynamic and fast paced environment. Reporting to the General Manager, the Night Manager is instrumental in overseeing the running of the hotel from sunset to sunrise. This is a hands-on role managing the guest expectations and ensuring the standards of the brand are maintained. As a Night Manager you will manage the night team and there is a particular emphasis placed upon maintaining the security of the hotel and you may at times assist other departments to ensure an excellent service is provided to our guests.

### About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have excellent communication skills, the ability to perform well as part of a team and be able to work on your own initiative. You will have strong attention to detail and be able to carry out instructions.

### Why Work for Us...

#### **Andras Hotels Employee Benefits:**

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

## Main Duties and Responsibilities...

- Monitor staff rosters to ensure appropriate cover for the levels of business.
- Communicate handover information to all departments daily.
- To ensure all staff are trained to the standards agreed.
- To participate in any training & development, including the creating of training plans for your department.
- Review progress of all staff at agreed time period and maintain records.
- To comply with the hotel health & safety policy & assist management to comply with all legal Health & Safety requirements & report any breach of the policy.
- To comply with the hotel fair employment policy & assist management in implementation of this policy & report any breach of the policy.
- To effectively communicate all relevant information to management & other departments promptly & accurately.
- To be aware of all emergency panels in reception & evacuation procedures.
- To maintain a good working relationship with all departments
- Security of the hotel building at night, floor walks and noise control
- Ensure conference rooms are ready for next use.
- Ensure the cleaning of the hotel public areas to appropriate standards.
- To ensure that all staff report for duty on time in the correct uniform & groomed to the agreed standards.
- To be aware of future business & ensure proper planning is in place to meet guest's expectations.
- To ensure all sales are accurately recorded through agreed hotel procedures.
- To ensure all payments are received & recorded accurately through the agreed hotel procedures.
- To investigate & report & inaccuracies in reception and bar staff banking.
- To be aware of all and ensure all staff follow the departmental procedures.
- To comply with all reasonable request from management.
- To be aware of all Holiday Inn/IHG Hotel standards of operations and ensure they are followed.
- Resolve problems & complaints in an effective manner to the hotels & guests' satisfaction or communicate the matter to management.
- To ensure all stock necessary for the running of your department are in place & sufficient back up to meet the business needs. (Vending, F&B, Breakfast)
- Report any stock discrepancies to management at the earliest point.
- To minimise wastage.
- To ensure safekeeping of company property and guest property.
- To be responsible for the high level of cleanliness in your work environment.
- To rectify or report to management any problem which may be detrimental to the hotels business or customer opinion of the hotel
- To support all departments through peak periods.
- Using of Quore on a daily basis for all department's issues.
- Put procedures in place to reduce energy cost in night-time.

## Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues

- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

### **Accountability...**

Works within Nights department.

Works throughout the hotel in all departments.

Hours of work will include nights, weekends and bank holidays

### **Qualifications and Requirements...**

#### **Essential:**

- Previous hotel experience during night shift
- Minimum 6 months managerial experience
- Excellent Communication skill
- Excellent customer care skills
- Professional Attitude and Image
- Cash Handling experience
- Previous bar experience

#### **Desirable:**

- 1 years managerial experience in a similar role
- Managerial qualification or related Hospitality qualification

**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**

**To apply, please submit your CV by email to [michelle.trotter@andrashouse.co.uk](mailto:michelle.trotter@andrashouse.co.uk)**