

Operations Manager - 40 Hours

Hotel:

Crowne Plaza Belfast
117 Milltown Road
Belfast, BT8 7XP

Department:

Management

Reports to:

General Manager

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Operations Manager, you'll keep our hotel running smoothly, make sure everything is working well and all our guests are safe and comfortable. You'll maximise financial returns, driving development of people, creating and maintaining a memorable guest experience, executing brand standards, and building awareness of hotel and brand in the local community. You will be responsible for assisting the HODs in the management of the hotels operational departments; including Front Office, F&B, Conference & Banqueting and Housekeeping. You may act as the General Manager in his/her absence. You'll also create the warm atmosphere that makes our guests feel at home in any location.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

Your day to day

People

- Manage everyday activities, plan and assign work ensuring you always have the right staffing numbers
- Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognise good performance
- Train team members to make sure they deliver with compliance and to the standards we expect and have the tools they need to work efficiently
- Recommend or initiate any HR related actions where needed
- Drive a great working environment for teams to thrive – connect departments to create sense of one team with a high level of engagement
- Oversee the day-to-day operations and assignments of the hotel staff; assist the General Manager in the development and communication of departmental strategies and goals. Communicate and enforce policies and procedures
- Promote teamwork and quality service through daily communication and coordination with other shifts and departmental management

Financial

- Help the General Manager in the development, implementation and monitoring of financial and operational plans for the hotel. Provide regular direction and manage hotel operations for all departments
- Monitor and report variances against budget and control labour costs and other expenses
- Make recommendations for capital improvements to enhance the assets of the hotel and/or company and brand loyalty

Guest Experience

- Establish and implement appropriate service recovery guidelines in order to ensure complete guest satisfaction. Respond to guest complaints or concerns in a prompt and professional manner
- Review guest feedback and implement strategies for continuous improvement
- Communicate to appropriate departments all pertinent information requirements and special needs for arriving VIP's, large groups and other key guests
- Lead marketing efforts to up sell guests on hotel services, offerings, and amenities

Responsible Business

- Ensure a safe and secure environment for guests, team members and hotel assets in compliance with the hotel's or owner's policies and procedures and regulatory requirements. Maintain relations with outside contacts
- Comply with legislation regarding health, safety and alcohol services
- Maintain a focus and commitment to operating a "green" hotel by introducing and monitoring sustainable policies and procedures
- Responsible for the Hotel Operational Departments, working with the department HODs to ensure service levels and standards are maintained and every revenue opportunity actioned

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

What we need from you

Essential:

- 3 years guest service/hotel experience with at least 2 years in a management capacity
- Ability to meet deadlines and work under pressure
- Excellent Customer Service Skills
- Good Communication and Listening Skills
- Flexible working and a genuine willingness to help guests and colleagues in the hotel

Desirable:

- Previous experience in a Hotel Operations Managers role
- Degree or equivalent in Hotel and Tourism/Hospitality/Business
- Hotel Management degree or diploma

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.



- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

*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 hassistant@andrashouse.co.uk

