

Recruitment Pack

General Manager



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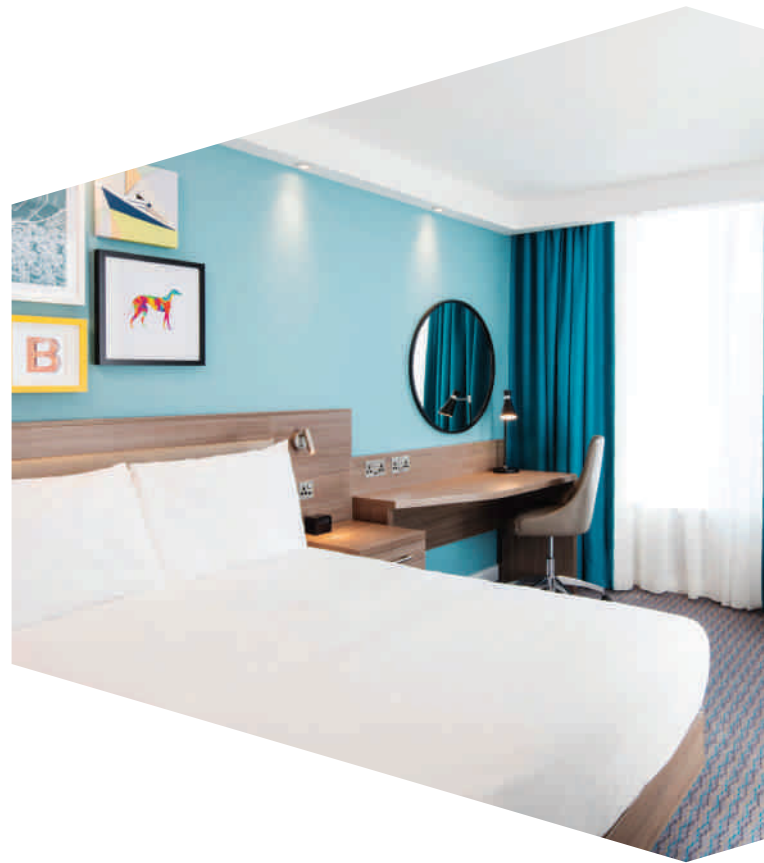
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About Us

The nine-story, 178-bedroom Hampton by Hilton hotel is located on Hope Street, just off Great Victoria Street in Belfast city centre, close to main arterial routes, on a site adjacent to Translink's Great Victoria Street rail and coach hub, serving the city's burgeoning business and leisure markets.

Hampton by Hilton is Hilton's 'focused-service' brand, with over 2,300 hotels across the world. Hampton prides itself on offering well-appointed modern bedrooms, a great breakfast experience and 24-hour dining. Most of all at Hampton, it is our brand hospitality, which we call 'Hamptonality' that makes us stand out from the crowd. It is our friendly, authentic, caring and thoughtful personality coming to life every day.



Our mission is to satisfy every guest, every time. Our friendly Team Members will be delighted to take good care of you, to feel the Hamptonality with our irresistible personality.

Hampton by Hilton brand, offers a high-end business and leisure service which includes complimentary cooked breakfast and free WiFi for all guests, secure discounted parking beside the hotel and features an open-plan lobby concept styled as the Welcome Zone, Work Zone, Gathering Zone and the Hub, each designed to offer spaces that guests can use to relax, work or socialise in. The well-appointed bedrooms also feature air-conditioning, stylish bathrooms, guest safe, black-out curtains and Smart TV. The hotel also features a dedicated gym with a range of cardiovascular and conditioning equipment.



Notes to Applicants

Job Title: General Manager

Duration: Full time permanent

Location: Belfast

To download an application pack and apply please visit:

<https://www.andrashouse.co.uk/careers.html>

- Completed and signed application forms can be returned in hard copy or send to Jacqueline Canning, hrmanager@andrashouse.co.uk, alternatively you can send your CV to the above email address.
- Attach additional pages only if you require more space.
- Please do not alter the formatting of the application form.
- Applications received after the deadline will not be accepted.
- You will be contacted by both telephone and email to arrange an interview date and time.
- Applications should be returned by Friday 13th December.



SELECTION PROCESS

- You should ensure that you provide evidence of your experience on your application form, giving length of experience, examples and dates as required.
- Hampton will not make assumptions from the title of the applicant's post as to the skills and experience gained.
- A shortlist of candidates for interview will be selected on the basis of the information contained in the application.
- Candidates should demonstrate how and to what extent they satisfy each of the criteria outlined.
- Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.
- Shortlisted candidates will be invited to an interview scheduled to take place on the date specified or as soon as possible.
- Hampton will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.
- Reasonable adjustments will be made to enable you to attend an interview if required.
- The panel's decision at every stage of the selection process is final.
- Canvassing will result in disqualification from the process of selection.

FEEDBACK

- Due to the high volume of applications anticipated, Hampton is unable to provide individual feedback on why applications have been unsuccessful at shortlist stage.

- Following interview stage feedback can be provided, by request, once the recruitment process is complete.

PRE-EMPLOYMENT CHECKS

Prior to taking up duty the person recommended for appointment must:

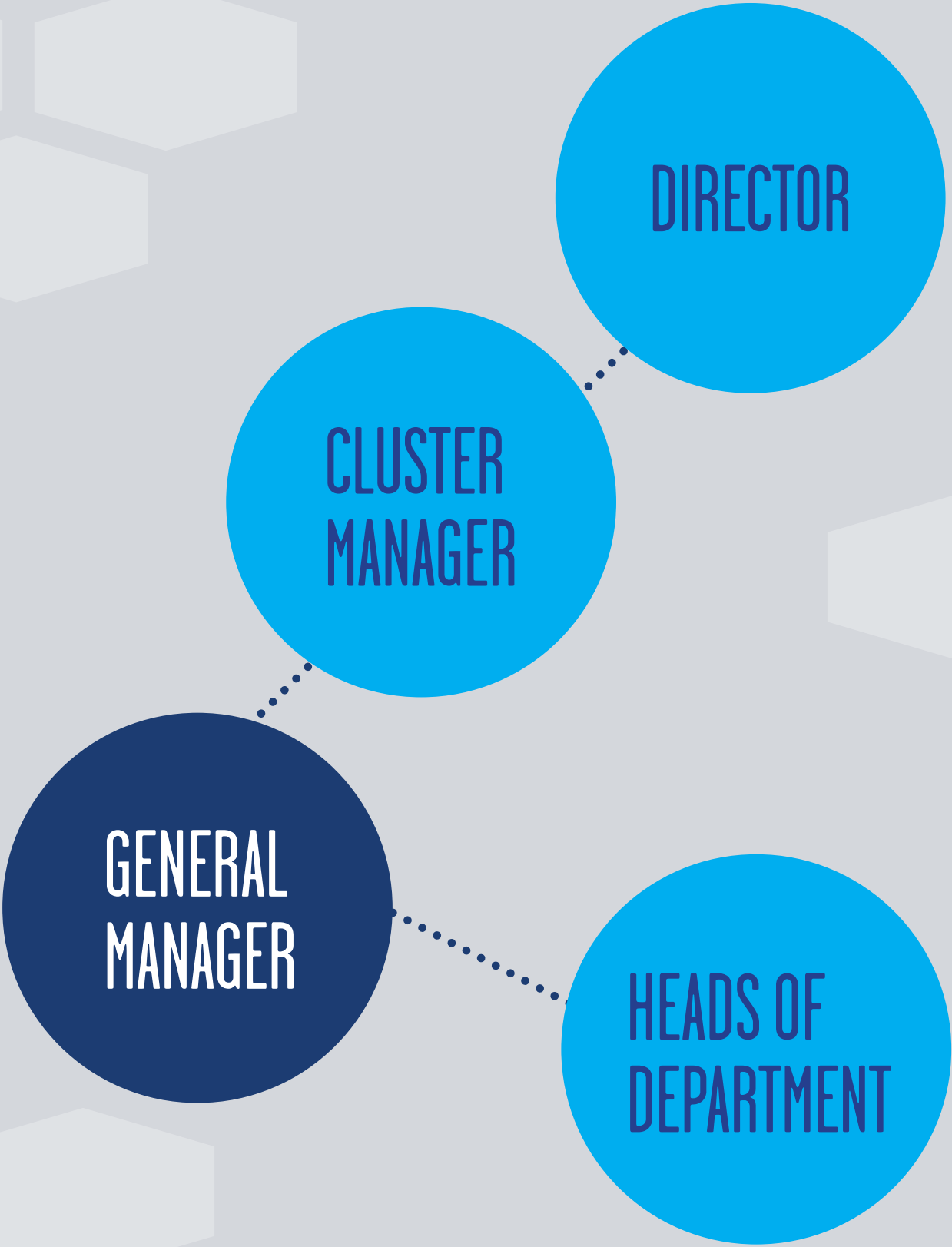
- Enter into an agreement which sets out the main terms and conditions of employment.
- Provide evidence of the right to work and reside in the UK via a passport and proof of a national insurance number (for example national insurance card, P45 or payslip).
- Produce official evidence of your qualifications as required.
- This appointment will be subject to Hampton receiving at least two satisfactory employment references.

JOB APPLICANT PRIVACY NOTICE

- Andras House is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants.
- Processing data from job applicants allows us to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job.
- In some cases, Andras House will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive personal data to check qualifications and to check applicants' eligibility to work in the UK before employment starts.
- All data relating to job applicants is held for no longer than is required by statute.



Structure



Job Description

Job Title: General Manager

Reporting To: Cluster Manager & Managing Director

Location: Hampton by Hilton Belfast

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...

- * 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



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.

ESSENTIAL CRITERIA

- 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 CRITERIA

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



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.





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