

**GOODWOOD**

**The Role**

The **Deputy General Manager** will be part of the senior management team and report to the Hotel General Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To assist the General Manager in delivering various projects, set schedules and develop solutions for problems that arise in the operations. This consist in building and developing a strong, skillful, yet passionate team to deliver the most amazing hospitality and aiming to become the best hotel in the region by delivering a maximum guest satisfaction. The role implies to assist the General Manager in delivering a healthy P&L by ensuring the policies and procedures are in place in each department. Therefore the deputy will support and guide the HODs’ to deliver on target.

**Key responsibilities**

* Recruit, train and inspire a team to deliver a personal & memorable stay
* Management team, maximizing and developing talent.
* Identify staff for promotion and or transfer through succession planning.
* Make sure HODs are responsible for recruitment, selection, induction and training of new team members.
* To complete reviews/one-to-one meetings with HODs. Evaluating performance and action outcomes.
* Complete Annual Performance reviews with HODs and set business goals and development plans to improve performance.
* Devise, agree and training plans for the department in line with department and business strategies
* Foster and develop effective employee relations throughout the hotel
* Establish and maintain effective internal communications including daily briefings and weekly operation meetings.
* To support and implement various activity to ensure the hotel’s strategy is followed
* Formulate the long and medium term strategies for services standards and department processes and policies. Maximising profitability, efficiency of service and continually improving standards of the departments
* Ensure the guest journey in all areas meets our vision and our aspiration to become the most luxurious brand
* Manage the strategy for prevention, recovery and investigation of any complaints. Monitor customer complaints and comments – deal with escalated complaints.
* To demonstrate key financial understanding of profit and loss accounts and KPI’s
* Work in co-ordination with the hotel financial controller to set and manage budget and financial plans as well as controlling expenditure.
* Make sure the HODs are planning rotas to meet the needs of the business, flexing the rotas where appropriate.
* Assist HODs in managing their budget for maximising revenue, cost and payroll within their department.
* Identify possible commercial leads for the hotel, which could develop into future business.
* To set an internal benchmarking system for the HoD to meet their KPI’s
* Demonstrate a good understanding of all various software around the hotel (leisure, rooms and F&B) to ensure processes are followed and revenue is safe.
* Develop and strong relationship with the support services, contractors & service providers to ensure the look and feel of the hotel is always adequate
* Manage the H&S of all departments in the hotel supporting the F&B ops manager and the executive chef.
* Supporting the teams to deliver their initiatives around charity events.
* To work closely with all HOD’s across the hotel, providing support and guidance on their development and the successful running of their operations.
* To develop the Duty management system for a swift and efficient service.
* To represent the General Manager when needed.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them.
* Good negotiation and influencing skills
* Excellent communicator
* Lead by example
* A sense of fun!

**What do you need to be successful?**

* Excellent communication skills
* Efficient and proven time management skills
* Good understanding of industry trends and influences
* Desire to continually improve standards and experiences
* Ability to influence and guide without authority
* Industry qualification or proven experience in industry with minimum 5 years in management
* Experience/knowledge within the Leisure and Spa Industry is advantageous
* Experience/knowledge of Housekeeping and Room operations is desirable

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 4 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |