

**GOODWOOD**

**The Role**

The **Operations Manager / Head butler** will be part of Hound Lodge and Kennels and report to the 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 manage the day to day operations of the Kennels and Hound Lodge, through the training and management of the Head of departments, in order to maintain a high standard of service and ensure high customer satisfaction, working alongside the General Manager. To supervise the creation and delivery of the “Annual calendar of events” in conjunction with the General Manager. To deputise in the General Manager absence.

**Key responsibilities**

**Responsible:**

* To be responsible and accountable for the operational management and precision of The Kennels and Hound Lodge and its team under the guidance of the Kennels General Manager.
* Develop and work with the planning and sales to team to develop the understanding of the business identity
* Be fully conversant with the historical aspect of the Estate and Hound Lodge to share with guest and create a very special experience
* 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 department.
* To develop, lead and manage the Kennels and Hound Lodge HOD team on a day to day basis and, under the guidance of the Kennels General Manager, to ensure the staffing structures and levels are appropriate for delivering a high level of service within budget.
* To ensure that all day to day legal requirements are met in relation to employment, health, safety, and hygiene (and licensing). Make sure HODs are fully conversant with risk assessments specific to events and day to day.
* Manage the strategy for prevention, recovery and investigation of any complaints. Monitor customer complaints and comments – deal with escalated complaints.
* To set standards of performance and expectations with direct reports and across the business as set out by the General Manager and ensure that they are monitored and maintained.
* Drive communication between the departments with regular operational meetings and one to ones with your direct reports. Ensure each team member has clear objectives and that they are evaluated regularly throughout the year with regular feedback and two-way discussions.
* Work in co-ordination with the General Manager, finance, sales and F&B Director to set and manage budget and financial plans as well as controlling expenditure.
* Support and motivate the HOD’s to excel and deliver in their relevant departments
* To ensure a high standards of cleanliness and up keep of both Hound Lodge and The Kennels at all time.
* Work closely with the Estate Maintenance team to ensure the pre-planning and prioritising of the necessary work to ensure the heist standards of up keeping.
* To be fully conversant with all financial aspect of the business in order to drive the HODs for results in all areas on the business.
* To deputise in the General Manager absence.

**Day to Day**

* Be the face of Hound Lodge, by being present for the guests at every stage of their stay.
* Work alongside the Hound Lodge Butler to deliver a unique domestic service.
* Work with and alongside all Heads of Department (HOD) to implement and set the standards of service throughout the F&B operations AND Hound Lodge operations, constantly monitor these to ensure consistency.
* Ownership of the day to day events and communicating the detail and expectations outlined by the BEO’s
* Converting the planning into action whilst exceeding the customer experience with the support of the HOD’s.
* To closely monitor and review the business costs to contribute to delivering the best possible margins as laid out in the annual budget.
* Plan rotas to meet the needs of the business whilst ensuring cost effective management.
* Maximise revenue and profitability through up-selling initiatives. Identify possible commercial leads, which could develop into future business.
* Communicate effectively with the Marketing team and utilising the medium for increasing sales.
* Deliver effective one to ones with team and play a key role in delivering an effective HOD Meeting
* To lead, support, and challenge individuals under the guidance of the Kennels General Manager
* To support the F&B team by covering any required shift within the operation as a support on the floor to ensure sufficient manning level

**General:**

* To represent and be an ambassador of The Kennels and Hound Lodge and be an ambassador of the company in line with the Goodwood Values both behavioural and performance
* To ensure exceptional standards are delivered and are in keeping with the brand.
* To build a team spirit. To create a feeling of being one department, working as a team for a common goal; to deliver the best experience a customer has ever enjoyed.
* To be fully conversant with all Goodwood Group products and services, in order to give potential and existing customers accurate information in a professional and timely manner.
* To undertake any other duties as requested by management as required to fulfil the needs of the business

**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
* A sense of fun!

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

* A good standard of education with evidence of business and financial training
* Knowledge of food, wines and spirits
* Health and safety and/or Basic food hygiene certificate
* Relevant experience in a driving an F&B Function
* Experience in managing a team and an operation effectively
* Experience of, and enthusiasm for leading and supporting change initiatives
* Strong experience of leading multi-unit teams and developing others
* Evidence of business and financial training
* Ideally a registered Licensee or equivalent
* Has set and managed budgets effectively

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 | 3 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |