

**GOODWOOD**

**The Role**

The **Operations 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 running the hotel operation. This includes delivering on key allocated projects, building a skillful and passionate team and developing strategies and processes to deliver the most amazing hospitality experiences for our guests. The role will have commercial influence and will play a key role in delivering a healthy P&L for the Hotel business. Whilst it is important that the Operations Manager will have experience of all aspects of hotel management, they will initially have specific responsibility for the Food and Beverage, Conference & Banqueting and Health Club & Spa operations. There will also need to be a strong relationship developed with the Golf of Goodwood team.

**Key responsibilities**

* To assist in the overall management of the hotel, leading it in the absence of the General Manager
* To specifically lead the Food and Beverage, Conference & Banqueting and Health Club & Spa operations, maximizing revenue and developing talent.
* To develop strong working relationships with the Golf at Goodwood team, ensuring a harmonised customer journey between the Golf and Hotel operation
* To develop HoDs within the business to enable them to successfully run their departments
* To identify and recognise staff for promotion and or transfer through succession planning.
* To ensure HODs are responsible for recruitment, selection, induction and training their team
* To complete review meetings with HODs. Setting business objectives, evaluating performance.
* To devise training plans for your departments in line with business strategy
* To ensure HODs plan rotas to meet the needs of the business, flexing them where appropriate.
* To coach HODs in managing their budget to maximise revenue, cost and payroll for their department.
* To foster and develop effective employee relations throughout the hotel
* To establish and maintain effective internal communications including daily briefings and weekly operation meetings.
* To support, implement and lead on various activities/projects to ensure the hotel’s strategy is achieved – this includes managing operational logistics for supporting Goodwood headline events
* To formulate the long and medium term strategies for service standards and department processes and policies. Maximising profitability, efficiency of service and continually improving standards of the departments
* To ensure the guest journey in all areas meets the hotel service strategy
* To monitor customer complaints and comments – deal with escalated complaints.
* To work in co-ordination with the hotel Management Accountant and the Hotel General manager to set and manage budget and financial plans as well as controlling expenditure.
* 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
* To have a good understanding of all various software around the hotel (leisure, rooms and F&B) to ensure processes are followed and revenue is safe.
* To develop strong relationships with the support services, contractors & service providers to ensure the look and feel of the hotel is always adequate.
* To ensure H&S policies is managed in all departments in the hotel.
* To support the teams to deliver their initiatives around charity events
* To develop the Duty management system for a swift and efficient service.
* To represent the Hotel General Manager, when needed.
* To undertake any other duties as required by the General Manager to support the operation

**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
* Confident to make decisions and to stand by them.
* Good negotiation and influencing skills
* Excellent communicator
* Inspirational leadership/Leading by example
* A sense of fun!
* A flair for creating amazing customer experiences
* Coaching and mentoring skills

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

* Proven hotel management experience, ideally with a relevant hotel management qualification
* Good understanding of industry trends and influences
* Desire to continually improve standards and experiences
* Experience/knowledge within the Leisure and Spa Industry is advantageous
* Experience/knowledge of Rooms operations is required and experience of Food and Beverage management is essential

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 |