



Job description

Title: Hotel Manager

Reports to: Assistant Head of Community Enterprise

General information:

You will be responsible for the day to day running of the facility, managing staff, carrying out supervisions, planning rotas and ensuring the high standards we expect are met by the team at Flowerdown Hotel. Managing bookings, driving our social media platforms and increasing our profile on Online Travel Agents.

They will also be responsible for driving the Social Enterprise forward in line with our 5yr strategic plan and with the directions set by the Head of Community Enterprise.

Workplace values

The post holder will be expected to operate in line with our workplace values which are:

- Value the Individual – Respect others, ourselves and the people we work with in all that we do
- Giving of our best – Showing commitment in our work and to enable young people
- Caring Deeply – Have a passion for the work we carry out
- Providing Creative Solutions – Show innovation in the approaches we take in supporting young people
- Communicate authentically and truthfully – Show openness in our dealings and approaches to people

Duties and responsibilities

To deliver all aspects of hotel and general management, including the looking after a team of FOH and BOH staff, arranging rotas and training of staff, working with our chef to ensure food delivery is of an acceptable standard.

Ensuring guests needs are catered for.

Manage the reconciliation of tills and Income and Expenditure targets. Stock control and purchase management. Develop creative approaches to driving business in to the hotel. Cover shifts as and when required.

Person specification

Skills and experience

- An experienced individual who is committed about providing opportunity to vulnerable young people.
- Understanding that everyone is different and making sure people who use our facilities are respected and given the best experience.
- A dynamic individual who can drive a social enterprise forward.
- Excellent organisational skills.
- Imaginative and creative in driving customers to the business
- A team player but also able to work on own initiative.
- Excellent leadership skills with the ability to inspire high standards from others
- Self-motivated and flexible.
- Ability to provide emotional and social support whilst promoting learning and respect.
- Ability to provide leadership and mentoring.
- Excellent communication skills both written and verbal.
- Excellent attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- A hospitality or customer facing back ground.
- An understanding of PMS (Property Management Systems) OTAs (Online Travel Agencies), or willingness to undergo training
- A flexible attitude and willing to adapt to new pressures.
- Excellent IT and social media skills.

Education/Qualifications

- Level 4 qualification or relevant proven experience
- Good standard of written and verbal English
- Personal licence or willingness to undergo training



Term:	Permanent
Salary:	£24 - £28K pa depending on experience
Hours:	37.5hrs per week
Hours of Work 37.5 hours per week plus a ½ hour unpaid lunch break to be taken during the day on a shift basis including late nights, weekends and public holidays. Working hours may be subject to review according to the needs of the service and future funding. Typical shifts are <ul style="list-style-type: none">• 7:30am – 3:30pm• 9am-5pm• 3pm-11:00pm 5 days a week averaged over a 4 week period.	

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION