

Job Description

Night Manager

Position: Night Manager	Department: Nights	Reporting to: Reception Manager
Salary: up to £32000 per annum	Contract: Permanent	Hours per week: 37.5 hours, 5 nights out of 7 (this will include a variety of shifts and weekends)

Job purpose: To manage the hotel operation overnight not limited to front desk, food and beverage and housekeeping, with a hands-on approach, ensuring efficient and high standards of work in line with brand standards and company policies and procedures to provide an exceptional guest and team member experience and a safe and secure environment.

Role Competencies:

Planning Timescales:

- Ensure an efficient overnight operation forecasting a minimum of 16 weeks out; working to set deadlines.
- Innovate ideas and oversee the overnight operation of the hotel within budgeted guidelines and to the highest standards.
- Be accountable for decisions made relating to short and long-term time scales.
- Ensure the accurate completion of the daily night audit and reporting.
- To ensure awareness of all stadium events and that strategic plans are embedded within the operational teams by holding monthly meeting.
- Ensure departmental stock controls.

Decision Making:

- Optimise departmental service performance, operational efficiencies and financial performance.
- Ensure the department has up to date empowerment guidelines embedded within the team.
- To be capable of thinking outside of the box when making decisions and identifying the root cause.
- To ensure the department has empowerment guidelines and work with the team to be able to handle and resolve all positive and negative guest feedback.
- Work in conjunction with the Reception Manager to actively manage key property issues.
- Must demonstrate exceptional attention to detail, a guest-first approach and a real passion for great service delivery.
- To ensure the deliverance of strategy and achieve targets and key objectives.

Impact & Influence:

- Ensure delivery of exceptional guest service.
- Ensure effective departmental recruitment.
- Drive departmental guest satisfaction by analysing Stay Experience Platform scores and guest feedback and agreeing action plans with the leadership team.
- Maximise guest loyalty in line with brand mandated targets.
- Setting, monitoring and meeting of departmental targets and objectives.
- To ensure that equality, diversity and inclusion is maintained and developed across all programmes and areas of the business.
- Create the sense of one team.

- Develop professional relationships with key guests, to better understand their needs.
- Being highly visible and accessible to both team and guests.
- Be confident, organised and maintain a positive management approach.
- Ensure regular reviews with team members to ensure delivery of DoubleTree by Hilton's visions and values.
- Ensure all Hotel complaints through Guest Assistance and the Stay Experience Platform are resolved in a timely fashion, within Hilton deadlines.

Skill Level:

- To be a seasoned professional within own area and be able to integrate within the hotel team.
- Can work autonomously or part of a team.
- Comply and exceed hotel and company service standards.
- Use all brand and company systems/platforms to maximize the hotel operational efficiency and guest satisfaction in line with brand mandated targets.
- To monitor the department's performance against set targets and objectives.
- To monitor customer feedback, ensuring all responses are actioned within brand set time frames, responding to escalation.

Communication:

- Maintain good working relationships across the hotel and with external suppliers.
- To ensure effective communication with the department, by holding regular briefings and communication meetings.
- Communicate and uphold agreed and implemented policies and procedures.
- Demonstrate strong communication so to achieve objectives, influence peers and ensure delivery of business needs.

Budget Management:

- Communicate, and uphold and policies and procedures.
- Ensure effective communication across the department to both the teams and the guest, ensuring team communication meetings are conducted on a monthly basis.
- To maintain good working relationships with other Head of Departments.
- Demonstrate strong communication skills to achieve objectives and influence peers.
- To monitor, evaluate and respond to customer feedback reporting trends to leadership.
- Ensure effective and efficient performance from the department leadership team.
- Ensure operational costs are controlled throughout the department.
- Ensure all purchasing and procurement guidelines are followed and adhered to.

Lead & Develop:

- To ensure a robust onboarding and evolving training and development programme within the department in line with company and brand requirements.
- To effectively manage and motivate the team to achieve high levels of performance and results.
- Ensure the departmental leadership team and team members have up to date performance development plans and receive monthly job chats and succession plans are in place.
- Set personal targets and objectives for the leadership team.
- Ensure team members are managed in line with the employee handbook and company policies.

- Provide effective leadership to the team to ensure targets are met and exceeded.
- Motivate, encourage, support and be inspirational in your approach to coaching the team.
- Must have excellent people skills and the ability to a team.
- Deliver a one team approach to ensure continuous success of the Hotel.

Operating Parameters:

- Ensure an efficient, safe and secure overnight hotel operation in line with all legal, brand and company policies, standards and procedures.
- To ensure the proper usage of chemicals/cleaning supplies and machinery.
- To ensure regular safety checks of the building to include floor walks.
- To be responsible for hotel evacuation and upholding fire, life and safety procedures overnight.
- Review guest and team feedback and implement strategies for continuous improvement.
- To perform quality controls and monitor departmental KPIs.
- To improve operational processes.
- Works in unison with all Managers to deliver the overall Hotel objectives and strategy.
- Respond to audits that are completed by the company to ensure continual improvement is achieved.
- To ensure staff resources meet business needs.
- Follow all hotel and group policies and procedures inclusive of the staff handbook.
- Ensure all systems are used in line with company policy.
- Ensure compliance of all brand standards.
- Ensure the management of all team members in line with the company handbook.
- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system.
- Any other reasonable request as required by the business.

Essential Job Criteria:

- Previous 1 years reception supervisory experience in a 4* hotel (E)
- Positive leadership style (E)
- Excellent organisation and personal time management (E)
- Previous experience of evacuation procedures and upholding fire life safety (E)
- Previous experience in delivering and exceeding guest expectations and responding to guest feedback (E)
- Previous experience of team member recruitment, training, development, motivation and performance management and an advocate of empowerment (E)
- Evidence of problem solving, change management and identifying operational efficiencies (D)
- Previous experience of resource and operational planning (E)
- Excellent interpersonal, communication skills and personal presentation(E)
- Calm, flexible, proactive, tenacious with the ability to work under pressure (E)
- IT skills to include PMS and Microsoft Office; preferably previous experience of OnQ (D)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that

does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level