



Wivenhoe House Hotel Limited

Job Pack – Head of Operations

Wivenhoe House is a beautiful 18th Century 4* hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel comprises 40 bedrooms, several events spaces which includes the Garden suite which can host up to 120 guests and the 80 cover Park brasserie. It is also home to the Edge Hotel School and the hotel facilitates mentoring and hands on experience for students studying for degrees in Hospitality.

Due to an internal restructure an exciting opportunity has become available and we are now seeking a Head of Operations to join and support our friendly team in a busy, challenging and rewarding environment. This is an exciting opportunity for a person with excellent hospitality operations management experience to join our team.

This is senior management position with an operational role requiring strong leadership skills where you will need to be confident in meeting customer/guest expectations and liaising with other senior managers. You will be able to demonstrate management of meeting business critical deadlines with professionalism and composure whilst working under pressure in an often-fast paced environment.

If you are able to deliver customer service to a high standard, communicate effectively with clients and colleagues and have exceptional attention to detail then we would like you to join our team.

This is a shift- based role, working a notional 40 hours per week, 5 days over 7. It includes early starts, late finishes and weekends and the role will require a level of flexibility as the individual will need to be responsive to the business requirements. You will also be required to be physically able to carry out the role as there can be heavy lifting and moving of equipment involved in organising some events.



Job Description

Job Title:	Head of Operations
Contract:	Full time, permanent
Hours:	Notional 40 hours per week (to be worked flexibly 5 days from 7)
Salary:	£38,210 per annum
Responsible to:	General Manager
Responsible for:	The day-to-day operational running of the hotel including accommodation, food and beverage, events and housekeeping. All department heads will be responsible for reporting directly to this role.
Purpose of job:	To maintain quality standards throughout the hotel and maximising the experience for guests in line with the hotel's requirements. As well as developing the senior management team, ensuring requirements are met and also fulfilling any objectives.

Duties of the Post:

1. Ensure that all departments deliver a consistently high level of customer service through a positive approach to collaboration and communication.
2. Take the lead in general hotel operations including maintenance, quality, standards, cleanliness and guest satisfaction.
3. Promote a culture of excellence and positive employee engagement in line with the hotel's ethos
4. Work alongside all Head of Departments to ensure the smooth running of the day-to-day operations.
5. To carry out regular inspections of all areas to ensure that Health, Safety and Hygiene standards are being met and accurate records are being kept across all areas, undertaking the health and safety liaison officer responsibilities.
6. Attend regular Head of Department meetings to discuss routine operational matters, performance and guest feedback.
7. Be responsible for maximising profits through consistent standards of service delivery as well as initiating improvement through monitoring and evaluation.
8. Regularly review and implement SOP's, Risk Assessments and other Health & Safety matters.
9. Liaise regularly with the General Manager to forecast and plan for weekly business levels.
10. To maximise on financial opportunities through business development ideas and following market trends.
11. Working in a positive manner to improve and maintain the sustainability credentials of the hotel.
12. To carry out Duty Management shifts as required.
13. To undertake any such task as requested by the General Manager or his/her nominee.



Person Specification:

Post Title:	Head of Operations
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Qualifications /Training	Essential	Desirable
<ul style="list-style-type: none"> ▪ Hospitality qualification to NVQ Level 5 or similar 		X

Experience/Knowledge	Essential	Desirable
<ul style="list-style-type: none"> ▪ Previous Hospitality experience at management level 	X	
<ul style="list-style-type: none"> ▪ Experience of managing revenues and payments 		X
<ul style="list-style-type: none"> ▪ Experience of working with EPOS/PMS systems 	X	
<ul style="list-style-type: none"> ▪ Strong commercial awareness of the hospitality industry 	X	
<ul style="list-style-type: none"> ▪ Experience of a 4 or 5 star operation 	X	
<ul style="list-style-type: none"> ▪ Experience of managing budgets and meeting targets 		X

Skills/Abilities	Essential	Desirable
<ul style="list-style-type: none"> ▪ Excellent communication skills 	X	
<ul style="list-style-type: none"> ▪ Good people management skills 	X	
<ul style="list-style-type: none"> ▪ Exceptional customer care skills 	X	
<ul style="list-style-type: none"> ▪ Flexible approach and ability to cover shifts as required 		X
<ul style="list-style-type: none"> ▪ Good organisational skills 	X	
<ul style="list-style-type: none"> ▪ Excellent interpersonal skills 	X	
<ul style="list-style-type: none"> ▪ Proven experience of delivering training/coaching 		X

Other	Essential	Desirable
<ul style="list-style-type: none"> ▪ Be able to undertake the physical aspects of this post 	X	
<ul style="list-style-type: none"> ▪ Ability to meet requirements of the UK right to work legislation 	X	