

Job title:	Manager
Reports to:	Appointed Member of Trustees
Responsible for:	Housekeeper Administrative staff General assistants and cooks Self-employed Gardener and Maintenance staff
Location:	Claridge House, Lingfield
Start date:	April 2019 (depending on availability)
Salary:	from £31,110/annum; full time (37.5 hrs/week, including occasional overnight stays and weekends)
Closing date for applications:	20 March 2019
Interview dates:	Week commencing 25 March 2019

Job Purpose:

Claridge House is a 12 bedroom centre for spiritual retreats, courses and bed and breakfast which aim to offer guests an experience of rest and renewal. The house is run along Quaker business values of equality, sustainability, fairness and integrity. Our Manager is responsible to the Board of trustees for the implementation of the business plan; keeping the house on a strong commercial footing while maintaining its welcoming, safe, and caring ambiance; and for continuing a viable, quality service that prioritises the differing needs of the guests.

Our Manager coordinates the day-to-day functioning of Claridge House, providing direction and expertise to ensure that the team delivers and maintains high standards of service and best business practices that aim to exceed all customer expectations.

Our Manager leads on promoting and marketing Claridge House as a venue for courses, retreats and overnight accommodation ensuring it maintains its unique character and caring ethos.

1.0 Key Accountabilities & Main Tasks:

Service Delivery

- Set, monitor and maintain the highest possible standards of hospitality, food, service and communicate these clearly to the staff.
- Ensure daily that the housekeeper has all accommodation and public areas ready for guests.
- Oversee meal services when the Housekeeper is on leave or absent.
- Ensure that any incidents are dealt with in a timely manner to meet guest expectations.
- Ensure that the house Quiet Times are adhered to and led for guests and staff who wish to attend.
- Interact regularly with guests to deliver a personalised service and make sure they benefit from the welcoming and peaceful atmosphere of the house.
- Take a hands-on flexible 'team leader' approach to the running of the house.
- Share duties in the reception office to ensure all queries from guests and potential guests are answered and dealt with accurately and in a timely manner.
- Oversee and take responsibility for the security of the property, building keys, operating stock and equipment.

Finance and Business Development:

- Work with Finance staff to prepare an annual budget, and manage, monitor and report against it to Trustees.
- Ensure efficient and cost-effective purchasing for all items, reviewing suppliers annually.
- Work with the Trustees on strategies to improve standards and to seek to increase the business overall.
- Oversee the development of the programme of Claridge House courses and grow our external whole house bookings.
- Identify and adopt those areas of growth, sustainability and improvement in catering and housekeeping that match the ethos of Claridge House.
- Support the current marketing strategy by ensuring that marketing staff create, implement and update information on our channels to drive sales and communications through all media channels (social media, website, E newsletter).
- Check that cash procedures are followed.
- Carry out periodic checks by completing asset and stock counts.
- Report to Trustees on Claridge House compliance with its legal and financial obligations.
- Maintain professional and technical knowledge by attending workshops and establishing personal networks both within and outside the Quaker community.

Team Leadership:

- To recruit, lead, motivate, listen to, encourage, communicate with and develop the team through regular appraisal.
- Oversee individual work schedules to ensure staff have the necessary direction, knowledge and skills, resulting in shared values and team work.
- Prepare duty management / office rotas.
- Liaise with the housekeeper to prepare weekly rotas for all staff, ensuring adequate cover to meet the needs of the guests and for all upcoming activity in the house, kitchen and dining rooms.
- Ensure advance planning takes into account adequate holiday cover and planning of staff for busy times (Christmas and New Year)
- Hold regular team operations meetings to check forthcoming business requirements, including updates on guest feedback, service standards and an awareness of any special requirements.

Facilities Management:

- Take responsibility for overseeing and suggesting improvements to the fabric of the house at Trustee meetings.
- Work with the maintenance staff to ensure all repairs are carried out to a high standard and without delay.
- Work with Trustees to develop a long term plan for renovation and refurbishment of the house.
- Oversee the work of the gardener in maintaining and developing the gardens and grounds.
- Ensure that Claridge House adheres to its Health and Safety procedures.

2. Intellectual Demands:

- The post holder makes management and team leadership decisions on a daily basis to increase sales, improve margins and reduce costs to ensure Claridge House becomes self-sufficient and profitable.
- Claridge House offers covers a wide and diverse range of services including bed and breakfast, courses, retreats and meeting space all of which can have competing needs and resourcing.
- This role requires a competent level of budget control, monitoring, financial planning and reporting.
- The post holder acts as fire officer and is responsible for health and safety and compliance.

3. Judgements:

The role is largely self-directing within the framework of the business plan.

- The post holder receives regular supervision from the nominated trustee.
- The post holder is expected to make professional decisions on a daily basis, including the provision of advice and guidance to the team.
- The post holder will be required to make commercial decisions within the framework of the business plan and budget.
- This post is guided by defined organisational policies, procedures and codes of conduct.

4. Use of Resources:

- The post holder has operational and financial responsibility for running Claridge House, and making best use of staff resources.
- The post holder is responsible for selecting and managing suppliers within budgetary limits.

5. Communications

The post holder communicates both internally and externally, both face to face and electronically.

Internal: 30%

Primary contacts include the housekeeper, friend in residence, staff and trustees by:

- Attending meetings and supervisions with Trustees.
- Conducting monthly team meetings with staff to review and plan operations and ensure all operational information is communicated.
- Helping to prepare financial operational reports for Trustees meetings.

External: 70%

This is a customer facing role involving contact meeting and greeting with bed and breakfast visitors and course attendees, assisting with their enquiries and complaints. Secondary contact is with suppliers and company representatives.

- Communications require agreeing service level requirements, negotiation, persuasion, and relationship building.
- Oversight of the development of webpages, advertising and the marketing of retail services, and social media sites which improve communication of service information to new and existing guests.

6. Physical Demands & Co-ordination:

The role can involve standing on your feet for prolonged periods, and the use of VDUs. As duty manager the role also involves the duties of fire officer and appointed person (first aid) when required.

7. Working Conditions and Emotional Demands:

The House has multiple uses to meet the needs of the charity. These include bed and breakfast, courses, tenants, retreats and meeting room hire. When the house is busy this can result in competing demands from different users with short response times. There may be times when guests present challenges or when staff and management need to respond to incidents such as accidents or stolen / lost items.

OTHER RESPONSIBILITIES:

- Responsible for upholding Claridge House values.
- Responsible for ensuring that Claridge House policies and procedures are adhered to in all aspects of the role.
- Responsible for ensuring that the Health & Safety Policy is adhered to at all times
- Responsible for ensuring Claridge House commitment to sustainability is adhered to in all aspects of the role.
- To undertake reasonable duties and responsibilities commensurate with the post.

CLARIDGE HOUSE PERSON SPECIFICATION

Job Title: **Manager**

Date: April 2019

ESSENTIAL KNOWLEDGE

- Substantial experience within an operations team leadership role within in business that provides hotel, conference / meeting or residential care facilities
- Excellent knowledge of market and customer expectations of service

ESSENTIAL QUALIFICATIONS

- Recognised qualification in hospitality or facilities services i.e NVQ level 4 **or** relevant years' experience gained within the sector
- A valid Managing Safety or a relevant Hygiene and Health & Safety qualification

ESSENTIAL EXPERIENCE

- 3 years proven experience of working a in a hotel or conference / meeting or residential care facility.
- Recruiting, leading and developing a team in a venue of comparable business size and standard.
- Experience in preparing, managing budgets and setting up service level agreements for purchasing.
- Experience of developing and maintaining a strong customer base
- Development and implementing new service offers
- Experience of delivering a quality service.
- Ability to demonstrate good interpersonal skills.
- Experience of planning, implementing, maintaining and reviewing service standards.

ESSENTIAL SKILLS

- Excellent team leadership skills.
- Decision-making and problem solving ability
- Enthusiasm with an attention to detail
- Ability to monitor and manage all aspects of the financial parts of this role.
- Ability to communicate well both orally and in writing with people from a variety of different backgrounds.
- Ability to adapt to an ever-changing environment.
- Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision.
- A proactive commitment to training staff and development
- Good IT skills
- Kind and caring attitude

DESIRABLES

- Some basic knowledge of requirements for creating a healing environment.
- Some knowledge of Quakers and Quaker practice.
- Basic cooking skills and understanding of vegetarianism
- Understanding and interest in promoting & supporting ethical & sustainable issues

Job Description Agreement

Post holder:

Manager:

Date:

Data Protection

Claridge House will comply with GDPR in processing all the information that you provide corresponding to the Job Description and Personal Specification and directly relating to your application.