

Job Description

Front Office Manager

Position: Front Office Manager	Department: Front Office	Reporting to: Front of House Manager
Salary: up to £38000 per annum	Contract: Permanent	Hours per week: 37.5 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

Job purpose: To manage the Front Office operation (day and night), with a hands-on approach, ensuring efficient and high standards of work in line with brand standards, company policies and procedures. It will be key that you work closely with all other departments within the rooms division to provide an exceptional guest and team member experience

Role Competencies:

Planning Timescales:

- Ensure an efficient Front Office operation (day and night), operation forecasting a minimum of 16 weeks out; working to set deadlines.
- To ensure quarterly strategic plans are embedded withing the leadership team by holding monthly meetings, ensuring awareness of all business events.
- Innovate, plan and coordinate the departmental service delivery to meet and exceed guest satisfaction.
- Overall accountability of departmental stock management.
- Be accountable for decisions made relating to short and long-term time scales.

Decision Making:

- Optimise departmental service performance, operational efficiencies and financial performance.
- Ensure the department has up to date empowerment guidelines embedded within the team.

Impact and Influence:

- Ensure delivery of exceptional guest service.
- Effective recruitment of the departmental leadership team.
- 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.

Skill Level:

- 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:

- Ensure effective and efficient performance from the department leadership team.
- Increase the occupancy, average daily rate and TREVPAR through upselling within the department.
- Ensure operational costs are controlled throughout the department.
- Ensure all purchasing and procurement guidelines are followed and adhered to.

Lead and Develop:

- Training, mentoring and development of the departmental leadership team.
- Ensure the departmental leadership team have up to date performance development plans and receive monthly job chats and succession plans are in place.
- Ensure team members are managed in line with the employee handbook and company policies.
- Set personal targets and objectives for the leadership team.
- Manage and motivate the team to achieve high levels of performance and results.
- Ensure there is robust onboarding within the department.

Operating Parameters:

- Manage the smooth and efficient Front Office operation (day and night), operation in line with all legal, brand and company policies, standards and procedures.
- Ensure adequate resource planning in line with business and company policy.
- Review guest and team feedback to implement strategies for continuous improvement.
- Uphold fire, life and safety procedures within the business.
- To carry out any other reasonable request as required by the business.

Essential Job Criteria:

- Previous 1 year's reception management experience in a branded hotel
- Positive leadership style.
- Excellent organisation and personal time management.
- Previous experience in delivering and exceeding guest expectations and responding to guest feedback.
- Previous experience of team recruitment, training, development, motivation and performance management and be an advocate of empowerment and inspirational approach to coaching.
- Evidence of problem solving, change management and identifying operational efficiencies and service excellence.
- Previous experience of resource and operational planning.
- Excellent interpersonal, communication skills and personal presentation.
- Calm, flexible, proactive and tenacious with the ability to work under pressure.
- IT skills to include PMS and Microsoft Office

Desirable Job Criteria:

- Previous experience of OnQ PMS
- Previous hotel reservations experience

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 and 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