

POSITION DESCRIPTION

Position: General Manager, Byron Bay Hotel & Apartments

Position objectives:

- To ensure Byron Bay Hotel & Apartments operates efficiently and is maintained to the highest standard, to exceed guest expectations and maximise profitability
- Take a hands-on management approach to develop, coach and monitor staff and their performance, maintaining strong team morale and effective training to ensure best practices by all employees
- To facilitate and drive a professional and dynamic team through all departments and customer services throughout the property
- Oversee all areas of the property providing strong leadership, excellent communication and drive to achieve maximum sales potential while managing all costs
- Act as an ambassador for the property, Byron Bay region and regional NSW at all times
- To further improve the profitability of the property by ensuring all departments are run efficiently, achieving revenue targets whilst maintaining budgeted expenses, particularly wages

Principal Responsibilities:

General

Oversee all operations including staffing, rostering, stocktaking and financial reporting

Establish and maintain effective and efficient recruitment, induction and training procedures in liaison with 1834 Hotels management

Maintain high levels of service as expected by 1834 Hotels management on a daily basis, and identify areas of service improvement for the hotel to implement change

Provide strong leadership throughout service periods, ensuring all staff are working areas assigned and doing so in a professional and efficient manner

Possess a proficient knowledge of all operations and procedures

Deliver strong and effective communication with all management and staff

Demonstrate effective conflict resolution techniques

Oversee and manage all operational issues as they arise, including being available on-call after staffed reception hours if required

Ensure accountability of all employees and management

Ensure set procedures and checklists are implemented to create consistent practices

Work within set budgets in relation to wage cost, cost of goods and general expenditure whilst delivering expected standard of service and presentation

Monitor, implement and execute Work, Health and Safety (WHS) processes, policies and procedures

Conduct periodic property inspections to ensure the property is being maintained to the highest level

Identify service efficiencies or product improvements to follow up with 1834 Hotels management

At the direction of the Chief Executive Officer, Group General Manager or Director of Operations, work on refurbishment and upgrade projects around the hotel including preparation of grant submissions and project management of any upgrade / refurbishment projects around the hotel

Comply and adhere to all of the hotel's policies and procedures

Comply with all work, health and safety policies and procedures

Maintain a good working relationship with all employees throughout the hotel and 1834 Hotels management team

Maintain all property in good working order

Maintain a positive and professional attitude at all times

Have working knowledge of budget targets and develop strategies to achieve set targets

Maintain professional business confidentiality

Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the hotel at all times

Ensure compliance of all legislative, governance and regulatory requirements are met at all times

Any other duties as directed by 1834 management

Rooms Division

Ensure set procedures and checklists are implemented to create consistent practices

Ensure strong, regular and effective communication methods with front desk, reservation, maintenance and housekeeping departments

Ensure VIP stays, family groups and special requests are handled effectively

Ensure the daily operations of the front desk, reservation and housekeeping departments are of a high standard

Ensure a timely response to complaints in line with property policy and procedures

Sound understanding of rate structures to ensure profitable outcomes

Ensure strong yield management principles are implemented to maximise rates and occupancy

Oversee front office to ensure the department in maintaining and developing existing and new online distribution channels to maximise exposure

Lead in the development and implementation of a variety of packages/promotions to drive growth of accommodation facilities

Thorough knowledge of all relevant accommodation systems and procedures via PMS, GDS, Channel Manager & Revenue Management software

Possess a sound understanding of debtor accounts and accounts receivable

Sales, Marketing & Revenue

Ensure all sales and marketing opportunities are maximised at the property to exceed sales and revenue targets and that all employees understand their sales and marketing roles

Develop methods and initiatives to increase all departmental revenue, in conjunction with 1834 Hotels management

Positively and proactively market the hotel at all times

Build strong relationships with key stakeholders, including team members, customers, potential clients and industry bodies

In conjunction with 1834 Hotels, design and create sales & marketing campaigns and opportunities for the hotel

Oversee the development and implementation of sales conversion targets for the property and provide guidance and support to achieve these targets

Ensure that trends, developments, competitor activity and other patterns that may impact the hotel operations are investigated and procedures put in place to alleviate the loss of revenue

Monitor all online distribution channels to effectively market the hotel whilst maximising yield

Maintenance

Manage the maintenance requirements of the hotel to ensure all public areas, rooms and recreational facilities are maintained to the highest standard at all times including regular inspection

Ensure all maintenance related issues are resolved as soon as possible to minimise any loss of revenue opportunities

Work Health & Safety

Regularly review all Work Health & Safety (WHS) policies and procedures and ensure the hotel maintains compliance with legislation

Ensure that all staff are working within a safe environment and understand their workplace roles and responsibilities

Report immediately any Work Health & Safety issues to 1834 Hotels management, including ensuring the incident reporting process is correctly followed at all times

Financial Control , Purchasing & Reporting

Monitor all financial transactions to ensure accuracy in all operations

Monitor all monetary transactions to ensure no chance of misappropriation by any member of staff or the public

Possess a sound understanding of debtor accounts and accounts receivable

Comprehensive understanding of set monthly and annual budgets

Oversee all purchasing for the hotel as approved by 1834 Hotels management within set budgets, according to purchasing SOP and outlined purchase order system

Submit all reporting requirements in the required format within a timely manner, as requested by management

Provide weekly and monthly reports to provide forecasts and a synopsis of performance to 1834 Hotels management, with analysis of results achieved and identifying further areas of improvement

Payroll & Human Resources

Overall management of all employees ensuring company policies are adhered to

Management of on-site wage management tools

Achieving budgeted wage percentages for all departments, and actively follow up if not achieved

Establish and maintain effective and efficient recruitment, induction and training processes

Identify training and development opportunities for all employees

Evaluate organisational structure to ensure effective resourcing and identify opportunities for implementing improved wage and service efficiencies

Performance manage all employees, as required

In conjunction with 1834 Hotels, develop and execute Standard Operating Procedures (SOPs) to ensure best practice in Human Resources operations is achieved

In conjunction with 1834 Hotels, ensure that relationships are developed with hotel colleges, recruitment companies and HR industry personnel to ensure the very best reputation within the industry

Ensure that all relevant documentation in Human Resources is kept up to date, professional and confidential

Adherence to all relevant Industry Legislation including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, WH&S policies and Policies & Procedures

Organisational Relationship:

Reporting directly to the Director of Operations – 1834 Hotels

Working closely with the 1834 Hotels executive management team

Management of all staff through effective leadership

Extent of Authority:

Responsible for the efficient management of the hotel, its grounds and all staff

Authority and expectation to use your initiative in relation to all aspects of your role as outlined in the position description, in regular consultation with 1834 Hotels management

Authority and expectation to use your initiative in relation to resolving customer issues and authorising refunds where appropriate

Authority to commit to spending within budget and purchasing parameters

Performance Indicators:

Performance will be measured upon the ability to consistently develop and drive a strong trade through to operating profit

Good budgetary controls, timely and accurate reporting to 1834 Hotels management on request

Presentation and punctuality

Ability to create a cohesive work environment through positive reinforcement of expectations of the hotel and 1834 Hotels in regard to service

Regular and effective training programmes / procedures

Strong understanding of all aspects of business operations

Strong analytical skills and financial acumen, efficient management of financial transactions and delegated projects

High attention to detail, exceptional time management and ability to multi-task

Commitment to providing quality customer service and continuous improvement in all areas of responsibility

Detailed working knowledge of all relevant industry legislation including; Hospitality Industry General Award, Liquor compliance, National Employment Standards, Fair Work Act, WH&S Policies & Procedures and 1834 Policies & Procedures

Commitment to providing quality customer service and continuous improvement in all areas of responsibility

Flexibility to work over a 7-day roster to meet the needs of the business

Commitment to a positive work place at all times

Commitment to managing and leading your team effectively

Effective communication skills both written and oral

Quality, accuracy of work and timeliness in the completion of tasks