

Job Profile: Hotel Manager - Lodge

Job purpose	Key facts	
Leading and inspiring the team to deliver an outstanding customer experience, whilst hitting commercial targets so guests want to return and the company is successful	Function: Hotel Operations Travelodge Level: 4 Reports to: District Manager Location: UK Region Planning horizon: Monthly Quarterly	Number of beds: 60 - 130 Number of hotels: 1 Total team size: 20 - 40

What the job is all about	Measures of success
Team Management Manages and develops the hotel team so that everyone is proud to work for Travelodge and delivers an outstanding customer experience	<ul style="list-style-type: none"> Employee feedback Customer Feedback
Operational Management Ensures compliance with operational standards; plans rotas and allocates responsibilities to ensure all tasks are completed to maintain a consistent service delivery	<ul style="list-style-type: none"> Payroll costs Customer feedback Audit compliance
Customer service Drives and motivates the team to perform at their best by demonstrating what good looks like, ensuring that training and coaching is implemented in order to create an excellent customer experience	<ul style="list-style-type: none"> Customer feedback Trip Advisor
Resource Management Plans for the immediate and forthcoming hotel resourcing requirements so that the hotel team has the appropriate people capacity and capability to deliver an outstanding customer experience	<ul style="list-style-type: none"> Existence of resourcing plans Delivery of resourcing plans Key successors for key jobs
Performance Management Sets clear performance targets and reviews frequently so that each team member performs at their best	<ul style="list-style-type: none"> Meeting of performance plans Employee feedback Labour turnover
Commercial Delivery Drives the team to maximise revenue opportunities so as to meet and exceed targets whilst managing costs	<ul style="list-style-type: none"> Hotel profitability Operational costs
Stakeholder management Manages the hotel reputation with key stakeholders within the business and customers so as to develop a positive hotel impression and make sure that the hotel teams' needs are understood and met	<ul style="list-style-type: none"> Stakeholder feedback Employee feedback
Change Management Embraces and Embeds any operational change in a positive and passionate manner so as to sustain and achieve change targets	<ul style="list-style-type: none"> Delivery of change agenda Customer feedback

Job boundaries	
Decisions I can influence:	Decisions I can't influence:
<ul style="list-style-type: none"> • Recruitment decisions • Leadership and management approach • Training and capability building • Marketing ideas • How to use the existing resources • Requests for additional expenditure 	<ul style="list-style-type: none"> • Product and service offering • Pricing • Budgets • Branding

I will be successful if I ...	I won't be successful if I ...
Can coach and motivate the hotel team to perform well for our customers and achieve targets. Am agile and can respond to changing trading and market situations and adapt approach accordingly	Can only focus on one thing at a time and get overwhelmed with shifting and conflicting priorities. Am disinterested in standards and prefer to remain in the back office

Minimum experience and qualifications:
<ul style="list-style-type: none"> • Team leadership and development, including leading indirectly through managers • Operational management • Customer service • Budget and profit management

Skills relevant to the job



Managing change

Advanced level

- Regularly checks in with the team when working through a period of change
- Seeks to understand the end goal and explains this clearly to the team
- Provides lots of opportunities for others to feedback thoughts and equips the team with the required skills and knowledge

Managing performance

Primary level

- Provides regular, on-the-job, detailed feedback to help people to become better
- Publicly recognises a job well done
- Privately addresses underperformance in the moment

Observing and feeding back

Primary level

- Completes daily on the job observations
- Observes others behaviours and skills to identify opportunities to give praise or ideas for improvement
- Gives feedback in the moment

Planning and prioritising

Advanced level

- Thinks ahead of the future opportunities and challenges putting in place an appropriate set of plans and actions 1-2 months in advance
- Uses data and reflections from previous experiences
- Analyses the options available to decide on the best way forward

Problem solving

Advanced level

- Anticipates issues that may arise and takes action to prevent them from happening
- Draws upon a range of approaches to bring about a resolution
- Calls on the appropriate expertise to sort the issue out when required

Developing others

Primary level

- Spends time with others to identify skill gaps
- Explains what is needed, and shows others how to do something, allowing them the opportunity to practice
- Gives feedback about performance to allow others to learn

Delegating

Primary level

- Passes on knowledge and information to others to allow them to develop
- Upskills others and passes on responsibility for certain tasks
- Follows up on delegated tasks and checks to see whether it has been completed to the appropriate standard

Building rapport and impact

Advanced level

- Adapts own communication approach appropriately for the audience and the key messages

- Shows empathy towards others and demonstrates an understanding of their perspective
- Handles questions in a considerate and confident manner

Our behaviours

Care about people

Advanced level

- Creates a great team atmosphere through training, teaching, motivating and engaging their team.
- Celebrates success and a job well done on a regular basis in a hotel setting as well as to the wider network
- Treats their team and customers equally and always promotes fairness

Attention to detail

Advanced level

- Sets and role models the right standards
- Creates a culture where they encourage their team to pay attention to detail
- Anticipates problems before they arise and comes up with a solution

Drive for results

Advanced level

- Monitors customer and business performance and provides daily feedback on what's worked and what hasn't
- Plans time and ensures they have the right resource available to achieve their goals
- Shares information with their team so that everyone knows how we are doing and how to continuously improve