

Job Profile: Assistant Hotel Manager - Core

Job purpose	Key facts	
Managing the department team to deliver an outstanding customer experience every time so as to encourage customers to return whilst meeting all operational targets	Function: Hotel Operations Travelodge Level: 4 Reports to: Hotel Manager Location: UK Region Planning horizon:	Number of beds: Number of hotels: 1 Total team size:

What the job is all about	Measures of success
Team Management Manages, Recruits and develops large department teams so that everyone in the team performs well and delivers an outstanding customer experience	<ul style="list-style-type: none"> Employee feedback Customer feedback Existence of active development plans
Operational Management Ensures compliance with operational standards; plans rotas and allocates responsibilities to ensure all tasks are completed to maintain a safe and legal hotel	<ul style="list-style-type: none"> Payroll costs Customer feedback Audit Compliance
Customer service Drives and motivates the team in the hotel to perform to their best by demonstrating what good looks like, ensuring that training and coaching is implemented therefore creating an excellent customer experience	<ul style="list-style-type: none"> Customer feedback Trip Advisor
Maintenance management Anticipates, spots and escalates maintenance issues within the department so as to ensure a safe and enjoyable environment for both customers and team	<ul style="list-style-type: none"> Employee feedback Customer feedback Maintenance jobs logged in good time
Commercial Delivery Drives the team to maximise food and beverage revenue, whilst managing costs, in order to exceed targets	<ul style="list-style-type: none"> Food and beverage sales Hotel profitability Operational costs
Complaint resolution Leads by example and develops the team to ensure that they are confident and comfortable in complaint resolution so as to meet the customers' expectations and leaving the customer happy to return	<ul style="list-style-type: none"> Speed of issue resolution Appropriateness of escalation Customer feedback
Deputising Steps up and deputises for the Hotel Manager in their absence enabling the hotel to run smoothly during this time	<ul style="list-style-type: none"> Customer feedback Delivery of operational targets Team 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"> • Ways of increasing revenue within department • Nature of the customer service delivery within department • Rota management within department • Hiring decisions and recruitment contracts • Where to focus the operational budget 	<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 ...
Enjoy being hands on and getting involved in the running of the department. Thrive working at pace, organising and motivating the team to provide an outstanding customer experience	Have one way of communicating with and managing others. Prefer to do everything myself rather than delegating tasks. Am uninterested in understanding and managing the departments compliance

Minimum experience and qualifications:
<ul style="list-style-type: none"> • Team management and development • Hotel operational work • Audit compliance • Customer service and complaint handling

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

Primary level

- Creates and follows personal daily plans
- Reviews priorities on a daily basis
- Delivers on personal and performance objectives, actions and accountabilities

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