|  |  |
| --- | --- |
| **Job Title:** | **Hospitality Manager** |
| **Reports To:** | **General Manager** |

|  |  |
| --- | --- |
| **Job Summary:** | The hospitality manager is responsible for delivering a customer-centric experience at Avery while ensuring that residents’ needs are fully integrated and supported. Overseeing and effectively managing all areas of the home that are nonclinical and care-related to include food and beverage services, housekeeping, activities/events and reception. |

|  |
| --- |
| **Role Responsibilities:** |
| * **Ensure that effective working practices to deliver high standards of service are adopted within all areas of hospitality including activities/events, housekeeping, food and beverage services and reception**
* **Maintain high standards of cleanliness and aesthetics throughout the home environment including the garden and outdoor areas**
* **Follow the Standard Operating Procedures to consistently deliver Averys brand standards throughout the home**
* **Ensure that all work is planned, prioritised and delegated effectively to accommodate the resource and skill base of the team**
* **Link the operational day to day management of the home with the corporate objectives**
* **Lead by example by demonstrating what good looks like to ensure that your team have clear expectations of their role**
* **Exceed customer expectations by closely monitoring service levels within the home that are delivered by your team**
* **Manage resident expectations by effectively communicating via forums and entering into daily conversations with residents regarding the hospitality service levels at the home**
* **Ensure that all home literature is up to date regarding applicable resident services**
* **Coordinate the day to day delivery of home improvement projects as defined within the home’s improvement plan**
* **Manage associated costs within the assigned budgets**
* **Identify commercial opportunities within your department and adopt efficient ways of working as best practice**
* **Oversee the recruitment and ongoing performance management of your team resulting in the appropriate skill level being allocated to meet the needs of the business**
* **Ensure that rota planning within your remit is appropriate (within budget), fair and effective to achieve high service levels**

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

|  |
| --- |
| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Basic numeracy and literacy skills | E | Application form/CV |
| Previous experience in a management/supervisory role | E | Application form/CV |
| One to two years’ experience in a similar role and/or experience of working in healthcare, restaurants or hotels | E | Application form/CV |
| **Knowledge/Skills & Abilities** |  |  |
| Understanding of the Hotel & Care industry standards, policies and procedures | E | Application form/CV |
| Cultural awareness | E | Application form/CV |
| Industry relevant qualifications or equivalent | E | Application form/CV |
| Ability to motivate others | E | Application form/CV |
| Excellent personal presentation skills | E | Application form/CV |
|  |
| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
 |

|  |
| --- |
| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |