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

|  |  |
| --- | --- |
| **Job Summary:**  **Objective:** | In your role as Assistant Manager – employed by The Hawthorns Northampton you will be the first point of contact for residents, their guests and visitors. Ensuring the needs of our guests are met in a courteous and friendly manner. You will be responsible for controlling and maintaining exceptional service throughout all Departments ensuring our residents and guests receive a memorable experience time and time again.  To deliver service excellence at all times in compliance with The Hawthorn brand standards. Encourage our team to deliver operational consistency throughout. At The Hawthorns our approach is of “Retire with Style” and we promote a luxury retirement living experience to all of our residents. |

|  |
| --- |
| **Role Responsibilities:** |
| Quality of work – **Quality is a measurement of standards. Our standards are defined in the hotel’s Standard Operating Procedures (SOPs)**   * To provide a warm welcome to every guest and visitor, to act as host and be the face of The Hawthorns. * To be confident in your knowledge of all The Hawthorns facilities and offerings. * To organise your team efficiently ensuring that all roles are performed to their best abilities by identifying strengths and weaknesses within the team. Produce rotas, Training aids, SOPS and any other documentation required by the General Manager or Company. * To highlight areas of recruitment, assist in the selection, interviewing, training and development of staff. * To identify improves to food service within The Hawthorns, give guidance and training to ensure the best possible service is given at every meal service. Liaise weekly with the Head Chef regarding food service & quality, also taking into account the guest feedback book. * To be aware of all training requirements regarding food hygiene, health & safety, first aid, manual handling, infection control and any other training identified by the company. * To carry out any hands-on training with new staff to ensure that all personal are working correctly and that standard are met as set by the company. * To maximise sales and marketing opportunities of all The Hawthorns services and facilities. Taking advantage of potential sales opportunities whenever possible. * To conduct tours of The Hawthorns whenever required to do so in order to secure potential new residents. * To have a good knowledge of public services in and around Northampton together with knowledge of facilities in the town * To deal with any complaint in a timely manner to achieve the best possible outcome. * To be fully conversant with all aspects of Health & Safety which affect you and your colleagues/guests whilst undertaking work activities as detailed in our Employee Safety Handbook * To carry out any other reasonable request by the General Manager.   Quantity of work – **You must strive to achieve the best possible output in your job.**   * To work with the General Manager to ensure all cost are controlled and that budgets set are met. * Meet on monthly basis with the General Manager to discuss all food services issues. * To organise quarterly staff food service development meetings. * To attend where necessary any training event if required to do so by the company. * To carry out duty management shift as per the management rota. * To oversee all maintenance requirements of The Hawthorns and act accordingly to ensure that The Hawthorns is fully operational at all times and complies with current regulations. * Be on call and attend The Hawthorns in the event of any emergency.   Job knowledge / Technical knowledge – **Knowledge and training are the basis to a successful application of Avery health care group.**   * Understand and digest the hotel services concept brief, concentrating heavily on the customer service concept. * Know all theoretical and technical aspects of your job and immediate work environment. * Offer your expert advice actively to the General Manager. * Attend training offered by Avery health care group.   Home knowledge – **At the Hawthorns you will be required to know other aspects the hotel service product.**   * Be knowledgeable about the homes facilities, operating hours and services provided. * Keep yourself updated continuously on the homes latest developments.   Problem solving – **At the Hawthorns we turn a problem into an opportunity.**   * Make our residents satisfaction your first priority. Use the LEARN SOP process as suggested in the problem handling while solving concerns or problems. * Solve all problems encountered in a responsible and transparent way. * Report problems and accidents in a timely manner to the General Manager or Assistant Managers.   Safety & Security – **The Hawthorns should be regarded as a second home to our Resident and staff, therefore we must offer a sense of safety and confidentiality in our home**.   * Actively contribute to the homes safe environment. * Follow the set policies, rules & regulations. * Be alert for the safety of our residents and their property. * Report any suspicious situation immediately to your General Manager or Assistant Managers. * Respect the privacy, personal space and confidentiality of our residents at all times.   Punctuality – **At the Hawthorns, every promise must be delivered on time.**   * Show respect to our resident and your colleagues by arriving ready and on time for work or for any work-related activities. * Deliver your service within the set time lines.   The above job description is not to be regarded as an exhaustive list, other tasks and responsibilities of a comparable nature may be added on a temporary or permanent basis as appropriate. |

Person Specification:

|  |
| --- |
| **Qualifications** |
| * Demonstrate a minimum of 2 years relevant experience in hospitality, guest service and hospitality industry. |
| **Experience** |
| * Customer service experience is required, preferably in a hotel or related field. * Supervisor or management experience. * The ability to work under pressure and strong organisational skills. |
| **Knowledge/Skills & Abilities** |
| * Excellent communication and organisational skills. * Strong interpersonal and problem-solving abilities. * Highly responsible and reliable. * Requires strong command of the English language to include speaking, reading and writing skills. * Computer Literate. |

Signed by…………………………………………… Date ……………………………….