

## OPERATIONS MANAGER

<b>Brand</b>	Crowne Plaza	<b>Salary Range</b>	Competitive
<b>Contract</b>	40 hours per week (FT)	<b>Work location</b>	Birmingham City Centre (B1)
<b>Supports</b>	Operations Team	<b>Reports to</b>	General Manager
<b>Closing date</b>	28.2.19	<b>Additional info</b>	IHG brand experience is preferred

### What you'll be doing!

Crowne Plaza Birmingham City Centre requires an Operations Manager to join our team immediately. As Operations Manager you will be responsible for keeping our hotel running smoothly day to day, making sure our guests are safe and comfortable and that everything is running as it should and executing brand standards. You will be responsible for driving guest satisfaction, maximising revenues and developing our people to deliver a memorable guest experience. You may act as the General Manager in his/her absence.

### Who you'll be working for!

There's nothing complicated about dealing with business people. They're just people. Doing business. By day, international marketing superhero. By night: fluffy bath robe and a box set. Like Liz, who's left her laptop cable in the cab. Or Mario, who's secretly missing his cats. The early riser, who's first in the gym. The sales team preparing for the 'big pitch' over a freshly prepared lunch. At Crowne Plaza Hotels and Resorts, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn.

### Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engaged & enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- Be **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

### What we offer you!

- 28 Days holiday increasing to 33 days after your 5<sup>th</sup> year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

## **Job Profile**

### **Main Duties and Responsibilities:**

1. Coach and develop your team through feedback, motivation and recognising good performance
2. Recommend or initiate any HR actions when needed
3. Monitor budgets and revenues and control costs and expenses where necessary
4. Drive the company values amongst the hotel teams
5. Support operational HOD's in achieving results in their department
6. Manage every day activities, ensuring staffing levels are correct throughout the hotel
7. Support the F&B Manager and Head chef to develop and create exciting and new menus
8. Support the GM in the development and delivery of financial and operational plans
9. Work within the local community to raise the hotel profile
10. Ensure Brand Standards are upheld and adhered to by all employees

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

**So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!**