

Operations Manager

Brand	Holiday Inn Express	Salary Range	£26k-£28k
Contract	40 Hours	Work location	Manchester (M4)
Supports	Hotel team	Reports to	General Manager

What you'll be doing! –

As part of the Senior Team you will report directly to the General Manager and take responsibility in managing the hotels operational areas of reception, bar, conference and kitchen. You'll be managing the day to day operations in line with the company policies and Brand Standards and looking to exceed guest expectations. Assist in maximising all areas of profitability and productivity to ensure the highest levels of customer satisfaction, this includes monitoring and reacting to guest feedback received from a variety of areas. As Operations Manager, you will also lead and develop the team with a focus on ensuring their efforts are customer focused. You will also be responsible for ensuring all statutory and company training is completed and that all team members contribute to achieving all targets. You will support the People Management of the business through managing absence, reviews and any disciplinary issues.

Who You'll Be working for!

Opened in September 2011 as Centre Islands first new build property the 192 bedroom Holiday Inn Express Manchester Arena is situated right in the heart of Manchester with the Manchester Arena, The Print works and the Manchester Arndale just minutes' walk from the hotel. Located in the vibrant Northern Quarter we are ideally located for the business and leisure traveller giving our guests the gateway to what the city has to offer.

At Holiday Inn Express we provide a friendly, relaxed and welcoming atmosphere with an enthusiastic, caring and passionate team. Working for Holiday Inn Express, you will work with, and be part of, a multi-skilled team who work flexibly to provide excellent customer service and exceed all guests needs.

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 who have 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**
- **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 pro rated increasing to 33 days after your 5th year of Service
- Worldwide benefits programme for reduced price rooms & food and Beverage in IHG hotels
- In house rewards and recognition program
- Long Service Awards...
- Uniform provided
- Career progression opportunities

Job Profile

Main Duties and Responsibilities:

1. Lead and develop front desk team
2. Ensure hotel winning metrics are achieved and maintained
3. Support and coach Guest Service Manager team
4. Focused on results and finding innovative ways to drive team forward
5. Focus on success reviews and job profiles
6. Assist in recruitment and selection
7. Ensure effective communication throughout hotel staff
8. Ensuring high levels of service to guests and their expectations
9. Hotel inductions, training, disciplinaries
10. Complying with company policies and brand standards

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!