

**GOODWOOD**

**The Role**

The **Hotel General Manager** will be part of the senior management team and report to the Entertaining & Hospitality Managing Director.

**Purpose of the role**

To inspire and lead the Head of Department team in the day to day smooth running of the Hotel operation. Deliver on key allocated projects, build a skillful, highly motivated and passionate team, whilst evolving and refining processes to deliver a best in class ‘High Touch’ hospitality experience to our guests. The Hotel Manager will effectively collaborate and build strong working relationships within the Hotel and across the group, possessing strong experience in all aspects of hotel management. This will include Food & Beverage, Conference & Banqueting, Rooms and Health Club & Spa operations.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

# Our Values

**The Real Thing Derring Do Obsession for Perfection Sheer Love of Life**

Always inspired by Goodwood’s heritage

Daring to surprise and delight

Striving to do things *even* better

Sharing our infectious enthusiasm

# People Management

**Key responsibilities**

* Inspire and lead a high performing team, providing a clear vision with actionable insights and clear measurement of success
* Set standards and give regular feedback and ensure that the team are always adding value and providing an exceptional customer experience
* Develop and invest in the team, their skills and through PDP’s enable career progression
* Evolve the roles and structure of the Hotel team to ensure that roles deliver the objectives
* To be overall responsible for recruitment, selection and training and development for Hotel staff
* To work closely with the Learning & Development Manager to create training and development plans for the hotel departments in line with business strategy
* To work with finance to coach HoDs on budget management to maximise revenue, cost and payroll for the departments

# Hotel Operations

* To lead and support the Food and Beverage, Rooms and Health Club & Spa operations teams to maximise revenue and deliver exceptional customer experiences
* To ensure that HoDs plan rotas effectively to meet the needs of the business, flexing them where appropriate
* To establish and maintain effective internal communications including daily briefings and weekly operation meetings
* Support with the implementation of various activities/projects to ensure the Hotel strategy is achieved
* To work in conjunction with the Hotel Management Accountant and the Entertaining & Hospitality Managing Director to set and manage budgets and financial plans as well as expenditure control;
* Support with identifying potential commercial leads for the hotel, which could develop into future business
* To set internal benchmarking systems for the HODs to meet their KPIs
* To have a good understanding of the software in place at the hotel (leisure, rooms and F&B) to ensure processes are followed and revenue is protected
* To ensure Health and Safety policies are managed in all departments across the hotel
* To support the teams to deliver initiatives around charity events
* To undertake any other duties as required to support the operation
* Continually evolve efficiencies across the Hotel.

# Customer Experience

* + To formulate medium and long-term strategies for service standards and department processes and policies with a focus on maximising profitability, efficiency of service and continually improving standards of the departments)
	+ To ensure that the customer journey in all areas meets the hotel service strategy
	+ Ensure all customer complaints and comments are dealt with appropriately
	+ To develop strong working relationships with the Hotel Head of Departments (HoDs) and the Goodwood Group Management Team (GGMT)
	+ To work with the Golf At Goodwood team to ensure a harmonised customer journey between the Golf and Hotel operations
	+ To develop strong working relationships with the relevant support services, contractors & service providers to ensure the look and feel of the hotel is always of a high standard

**Qualities you will possess**

* + Passion for what you do
	+ Positive energy and enthusiasm
	+ Attention to detail
	+ Ability to prioritise and organise
	+ Proactive
	+ Confident to make decisions and to stand by them
	+ Highly emotionally intelligent
	+ Tenacious and Resilient
	+ Quick and effective resolution of issues
	+ Good negotiation and influencing skills
	+ Excellent communicator
	+ Inspirational leadership/Leading by example
	+ A sense of fun!
	+ A flair for creating amazing customer experiences
* Excellent coaching and mentoring skills
* Ability to collaborate naturally and effectively

**What do you need to be successful?**

* + Proven hotel operational management experience, ideally with a relevant hotel management qualification
	+ Good understanding of industry trends and influences
	+ Strong desire to continually improve standards and experiences
	+ Experience/knowledge within the Leisure and Spa industry is advantageous
	+ An infectious passion for Hospitality