



## GOODWOOD

### The Role

The **Operations Manager** will be part of the senior management team and report to The Kennels & Hound Lodge General Manager.

### 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

Always inspired by Goodwood's heritage

#### Derring-Do

Daring to surprise and delight

#### Obsession for Perfection

Striving to do things *even* better

#### Sheer Love of Life

Sharing our infectious enthusiasm

### Purpose of the role

To assist the General Manager in running The Kennels & Hound Lodge operation. This includes delivering on key allocated projects, building a skillful and passionate team and developing strategies and processes to deliver the most amazing hospitality experiences for our guests. The role will have commercial influence and will play a key role in delivering healthy P&L's for both The Kennels & Hound Lodge. Whilst it is important that the Operations Manager will have experience of all aspects of hospitality management, they will have specific responsibility for the Food and Beverage, Reception and Housekeeping & Laundry operations. Maintaining high standards of service and ensuring high customer satisfaction is paramount. To cover Duty Management shifts and cover for HOD's holiday in each area.

### Key responsibilities

#### Responsible:

- To assist in the overall management of The Kennels & Hound Lodge, leading it in the absence of the General Manager
- To specifically lead the Food and Beverage, Reception and Housekeeping & Laundry teams, maximizing revenue and developing talent.

- To develop strong working relationships with the Golf at Goodwood team, ensuring a harmonised customer journey between the Golf and Kennels operation.
- To develop HODs within the business to enable them to successfully run their departments.
- To identify and recognise staff for promotion and or transfer through succession planning.
- To ensure HODs are responsible for recruitment, selection, induction and training their team.
- To complete review meetings with HODs. Setting business objectives, evaluating performance.
- To devise training plans for your departments in line with business strategy.
- To ensure HODs plan rotas to meet the needs of the business, flexing them where appropriate.
- To coach HODs in managing their budget to maximise revenue, cost and payroll for their department.
- To foster and develop effective employee relations across The Kennels & Hound Lodge.
- To establish and maintain effective internal communications including daily briefings and weekly operational meetings.
- To support, implement and lead on various activities/projects to ensure the hotel's strategy is achieved.
- To formulate the long and medium term strategies for service standards and department processes and policies. Maximising profitability, efficiency of service and continually improving standards of the departments.
- To ensure the guest journey in all areas meets The Kennels & Hound Lodge service strategy.
- To monitor customer complaints and comments – deal with escalated complaints.
- To work in co-ordination with the Management Accountant and the General Manager to set and manage budget and financial plans as well as controlling expenditure.
- Identify possible commercial leads, which could develop into future business.
- To set an internal benchmarking system for the HOD's to meet their KPI's.
- To have a good understanding of all various software around The Kennels & Hound Lodge and to ensure processes are followed and revenue is safe.
- To develop strong relationships with the support services, contractors & service providers to ensure the look and feel of The Kennels & Hound Lodge is always adequate.
- To ensure H&S policies is managed across all departments.
- To support the teams to deliver their initiatives around charity events.
- To develop the Duty Management system for a swift and efficient service.
- To represent The Kennels & Hound Lodge General Manager, when needed.
- To undertake any other duties as required by The Kennels & Hound Lodge General Manager to support the operation
- To carry out Duty Manager shifts and manage the rota.

#### Qualities you will possess

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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
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#### What do you need to be successful?

- Proven hospitality experience, ideally with a relevant hospitality management qualification
- Good understanding of industry trends and influences
- Desire to continually improve standards and experiences
- Experience/knowledge of Rooms operations is preferred and experience of Food & Beverage management is essential
- Knowledge of food, wines and spirits

- Health and safety and/or basic food hygiene certificate
- Relevant experience in a driving an F&B Function
- Experience in managing a team and an operation effectively
- Strong experience of leading multi-unit teams and developing others
- Has set and managed budgets effectively

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	3
Communication & Trust	3
Taking Personal Responsibility	3
Encouraging Excellence & Commercial Success	3
Working Together	3