

# **JOB DESCRIPTION**

**Job Title:** Deputy Resort Manager

**Job Reference :** DRM/06/22

**Contract :** Permanent

**Salary :** £30k-£32k depending on experience

**Hours :** Full Time

**Reports to:** Resort Manager

## **POSITION SUMMARY:**

An exciting opportunity has arisen for a Deputy Resort Manager to join our senior team at LQ Resorts. Based at Ufford Park Resort, the successful applicant will assist the Resort Manager in ensuring the implementation of the brand service and initiatives. They will play a pivotal role ensuring the successful daily running of the all departments, ensuring our guests receive the best possible experience.

## **Roles and Responsibilities:**

- Deputise for the Resort Manager in their absence and be responsible for the successful daily running of operations for all departments.
- Translates business needs into tasks; ensures that all work is completed effectively, solves problems, and monitors the progress of work against schedules and budgets and maintains high performance standards.
- Develop and communicate a hotel operations strategy that is aligned with the company and brand and lead in its execution
- Monitor guest feedback and performance data to optimize guest engagement and retention and take appropriate corrective action
- Working proactively with all key stakeholders to maximize guest satisfaction and comfort, delivering a positive and responsive approach to enquiries and problem resolution
- To ensure the security of the hotel building and other company assets (including stock and cash).
- Ensure guests and teams are kept safe by completing all internal audits.
- Provide guidance and direction to subordinates through coaching, counselling, mentoring, and reviewing performance.
- Assist with the monitoring of financial performance to ensure goals are met or exceeded and opportunities are identified and addressed.
- With a keen eye for detail, you'll ensure that brand standards are consistently maintained and utilise guest feedback to increase performance against KPI targets.
- Drive commercial best practice, maximising revenue opportunities.
- Manage controllable costs to deliver a strong business performance.
- Ensure compliance with licensing laws, health and safety and other statutory regulations and all staff training associated with it.
- Ensuring the Health and Safety standards of the Hotel are maintained at all times.
- To ensure the security of the hotel building and other company assets (including stock and cash)

This job description is not exhaustive and the job holder may be required to carry out other reasonable tasks as specified by their manager.

## **Keys Skills:**

- Strong commercial focus with progressive experience in hotel industry.
- Self-motivated with the ability to take constructive action without relying on direction from others
- A demonstrable record of delivering exceptional customer service
- Willing to work a flexible schedule including evenings, weekends and bank holidays
- Good organisation and time management skills
- Good communication skills (verbal, listening, writing, presentation)
- Good problem-solving skills, encouraging new innovations where appropriate
- Strong associate relations and customer relations skills
- Able to effectively prioritise and balance guest expectations with business priorities
- Proven success in talent management (hiring and development)

## **All staff Key Performance Measures:**

Our values underpin everything we do here at LQ Resorts and staff should ensure that these are at the fore front of what they do, day to day.

- To focus on the guest experience at all times and continually strive to delight time after time
- To see each guest as part of a long-term relationship not a onetime event
- To create a team that is enthusiastic, consistent and committed in the workplace that encourages an open honest and supportive culture, by working together to create excellence.
- To create an organisation with high integrity, that recognises potential and success, that both guests and employees want to be part of and associated with
- To encourage our team to contribute to excellent working conditions for all
- To gain a reputation for delivering financial performance and being consumed and enthralled about business.

## **Benefits**

LQ Resorts will offer you a fantastic working environment with plenty of opportunity to make a difference each day. In addition, you will receive:

- Discounts across the resort, including family and friends
- Free onsite parking
- Progression and career development opportunities.
- Pension Scheme
- Discounted food
- Free gym membership
- Access to wellness programmes