



Job Description

Hospitality Operations Manager

Supported by:	Director of Operations
Hours:	Full time
Location:	212 Business Design Centre, 52 Upper Street, London N1 0QH

Providing unforgettable holidays for over 50 years

Revitalise is both the UK's largest provider of respite holiday breaks, and the UK's largest residential volunteering charity. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

Your role

The Hospitality Operations Manager is responsible for leading Revitalise's hospitality operation.

This position will:

- Provide leadership in the development and delivery of Revitalise's hospitality operations
- Oversee the financial management and performance of Revitalise's centre operations
- Be responsible for the hospitality needs of our guests including front of house, food and beverage operations, housekeeping, property maintenance, health & safety, entertainment, activities and excursions



- Positively represent the charity and its services internally and externally
- Work with the Director of Operations to plan strategic change
- Lead and plan ahead on cost management to maximise centre surplus
- The role will be hands-on and require active participation in running a hospitality operation within a care setting, leading by example to deliver a standard of service and presentation that meets guests' needs and expectations

Responsibilities and duties

Business and Financial Management

- Operate the centres in line with budget
- Oversea procurement and stocktaking
- Maintain effective financial management systems
- Financial reporting as required by the Director of Operations and the Senior Management Team
- Undertake monthly business analysis and produce required reports
- Identify opportunities to increase income and surplus

Management of Centre Operations

- Oversee day to day management of centre hospitality operations - guest services, administration, housekeeping, entertainment, activities and activities, food and beverage services
- Dealing with contractors and suppliers
- Property repairs, maintenance and H&S
- Maintain and improve quality standards across the charity
- Compliance with licensing laws, health and safety, permits, accreditation and other statutory regulations
- Other duties as required to effectively manage the centres and service our guests

Hospitality Services

- Front office standards – arrivals/departures, administration, guest enquiries
- Overseeing Food and Beverage operational standards
- Overseeing activities, entertainment and excursions standards
- Overseeing accommodation and housekeeping standards

Staff & Volunteer Management

- Oversee hospitality related recruitment and training
- Provide leadership and direction to the hospitality based staff and volunteers
- Support the centres in setting and managing staff and volunteer rotas
- Attend and hold staff and volunteer meetings where required



- Oversee and support the management and administration of HR

Essential Qualifications and Experience

- Business and financial management
- Proven history in hospitality and accommodation management
- Proven track record in leading small multi-functional teams
- Demonstrated commercial acumen including profit and loss analysis, budgeting and budget planning and cost control
- Current knowledge of H&S legislation and requirements

You will be expected to have a Full Driver's License

Desirable Experience

- Working with disabled people

Key Performance Indicators

- Costs are in line with, or better than, budget
- Increased income
- A positive working environment for staff is created and staff are supported to achieve
- Desired charity outcomes
- Positive relationships with the Senior Management Team
- A safe work place for all staff, guests and contractors
- Improved guest service and satisfaction

Key Selection Criteria

1. Hospitality management experience
2. Proven leadership ability to motivate, train and direct staff to achieve required goals and positive work environment
3. Ability to think on your feet and adapt to changing conditions
4. Achievements in meeting income targets and managing business costs within budget
5. Customer service experience

This is not an exhaustive list of responsibilities and the post holder will be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by the relevant line management.