

**Job Description:** City General Manager / Operations Manager – Rome/Prague

**Reports to:** Group Director of Operations

**Company Background:**

The company is an Irish based serviced apartment operator with operations in Ireland, UK and Europe. The company has ambitious plans to expand with new openings scheduled for Dublin, Edinburgh, Liverpool, and Manchester, Rome and Paris by the end of 2008 and an accelerated opening schedule annually thereafter.

**Role:**

The main responsibilities of the city manager will be to establish the company as a leading serviced apartment operator in a particular city through a strong commercial and quality focus.

Another key role of the City General Manager would be to actively identify and source suitable individual apartments or blocks of apartments within the city. Our Group Property Acquisitions manager would then work with the City General Manager to meet owners of the units / buildings and bring firm proposals to the Company Board in order to expand the StayRome apartment portfolio.

**Day to Day duties include:**

**Revenue**

- Optimize Room Revenue via RevPar and Occupancy levels (liaise with Group Operations Manager, Group Revenue Manager and Group Sales & Marketing manager).
- Recognise, optimize and exploit all additional revenue streams.
- Manage operations within budgetary parameters and proactively manage controllable costs and overspends.

**Sales**

- Proactively take action at local level to develop sales for own property and cross sell within the company portfolio.
- Liaise with Group Sales to develop and exploit sales leads

**Human Resources**

- Assist in the recruitment and retention of staff at property level.
- Ensure all documentation relating to employment contracts and procedures are in place and files updated in conjunction with the Head Office HR function.
- Active involvement in pre opening and ongoing staff training / development and succession planning.
- Manage direct reports –receptionists, housekeeping manager, housekeeping staff and admin support staff where applicable (circa?? people).
- Implement employee management controls – policies & procedures, appraisals, feedback, etc.

- Employees – Manage absenteeism, lateness, disciplinary procedures, standards and codes of practice, holidays, salary reviews, etc.
- Implementation of all aspects of Company Employee Handbook.
- Continually appraise, identify and take corrective action in relation to potential weakness in staff members, systems and operations.

### **Health & Safety**

- Proactively manage Health and Safety ensuring compliance with all location specific legislative requirements including Company Health and Safety statement and policies.
- Ensure staffs have all necessary Health & Safety training.
- Report, document and investigate all incidents and accidents.
- Implement Fire evacuation procedures and training
- Ensure group procedures are in place for Emergency response, crisis management and business continuity management.
- Security – ensure all operations are managed in a secure and safe manner – includes cash management, employee security measures, guest security, quarterly safety audit etc.

### **Quality**

- Ensure quality of people, systems, and accommodation is at all times to the required standard. Act on customer feedback forms, mystery guest reports.
- Develop a clear understanding of guest expectations and communicate to each staff member.
- Develop a quality culture with a never ending commitment to continuous improvement. Consistently exceed guest expectations.
- Ensure best practice across all operations by monitoring competitor activity.

### **Communication**

- Develop a highly motivated team committed to delivering clear goals.
- Ensure there are regular communication and information sessions with employees.
- Regular communication with direct reports and senior group management.
- Implement Head Office reporting systems – quality, costs, spend, maintenance etc.
- Issue weekly reports to Group Director of Operations. Communicate regularly with superiors and peers – daily feedback, weekly reports, etc.

### **Maintenance**

- Oversee all day to day maintenance related activities and ensure properly resourced with effective response times.
- Liaise with property landlords concerning property problems

- Oversee property/facilities maintenance and improvement programs – painting, structural issues, etc. Be proactive - identify problems before customers do!
- Maintenance – properly trained and qualified staff using the best available systems & technology to ensure maximum efficiency, service and cost control.

#### **Controls/ Costs**

- Conduct regular audits – cleanliness of apartments, reception desk procedures, quality, etc.
- Implement cost control programs.
- Improve upon and develop new productivity measures – time to clean apartments, check-ins, etc.
- Introduce standardized SOP's (as much as possible) for all operations.
- Maintain a continuous audit and review of all control systems, records and transactions.
- Implement group KPI's – quality, service, cost, etc.
- Review manual tasks and identify potential areas for automation along with IT and S&M managers (paper transactions, etc).

#### **General**

- Be available for call-out in emergency situations.
- All other duties as required that would be normal for such a position

#### **Candidate Profile:**

- Proven management ability – track record
- At least 2-3 years operations management experience managing multi functional teams in the hospitality, tourism or service environment.
- Candidate should have management experience in one or all of the following roles - Front Office / Rooms Division / Revenue Management
- Recognized Qualification – Hotel & Catering, leisure or hospitality, operations management.
- Excellent customer care skills and experience of the establishment, delivery and measurement of excellent service standards.
- Experience in on the job skills / procedures training of staff
- Excellent communication and presentation skills
- Self motivated, work on own initiative and team player
- Proficient in use of Fidelio Opera (PMS) and Microsoft suite of software
- Familiarity with forecasting/budgets/management accounts
- Project Management Skills – integrate new apartment additions within the particular city

#### **Preferable**

- Languages would be a plus
- 2-3 years experience in people performance management and coaching

- International experience
- Involvement in a start up project / property
- Multi property experience

### **The Rewards**

- Highly competitive salary plus bonus scheme.
- Excellent training and development opportunities.
- Exciting promotion prospects for the successful candidate to Cluster / Regional GM level.
- Entry to a dynamic company which a rapidly expanding apartment portfolio.

Hours will be standard 09.00-17.00. However it is anticipated that the successful candidate will be required to work longer hours where necessary and travel occasionally. It is a salaried position and no overtime will be paid. The successful candidate would be expected to have a full clean driving license.