

**JOB DESCRIPTION FOR DEPUTY VENUE MANAGER
AUGUST 2024**

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Deputy Venue Manager - The Link Hotel
Band	B4
Team	Operations
Purpose of role	The Deputy Venue Manager at The Link Hotel plays a critical role in overseeing the daily operations to ensure an exceptional and consistent level of customer service while managing operational costs. The Deputy Venue Manager will act as the primary point of contact in the absence of the Venue Manager, leading the team to deliver outstanding guest experiences, driving continuous improvement, and upholding the highest standards of safety, compliance, and hospitality.
Reports to	Venue Operations Manager
Manages	<ul style="list-style-type: none"> • Duty Managers • FB&C • Receptionists • Housekeeping Manager • Night Duty Managers
Main duties	<ul style="list-style-type: none"> • Oversee the day-to-day operation of the hotel • Ensure an exceptional and consistent level of guest satisfaction, and continuous improvement • Provide inspirational, motivational, and visible leadership to all team members • Analyse guest feedback, ensure that guest satisfaction targets are exceeded, guest issues are resolved effectively, and continual improvements implemented • Operational P+L accountability, ensuring forecasting and labour costs, and purchasing is in line with budget/revenue • Train and grow the team, encouraging empowerment so every team member is equal and feels respected and confident in their job role • Ensure the operation is fully compliant with licensing regulations, Health and Safety policies, Food Hygiene, COSHH, and Fire regulations, always ensuring the health and safety and security of all guests and team members • Identify revenue opportunities and execute daily

	<ul style="list-style-type: none"> • Prepare and submit weekly payroll reports • Compile and submit operational reports, including performance metrics and financial data • Manage inventory levels and conduct regular stock audits • Live the Imago Values by embodying Kindness, Caring, Ethical, Sustainable, Accountable and Ambition in all aspects of work <p>Other duties and responsibilities appropriate to the level of this post</p>
<p>People skills</p>	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing guest needs</p> <p>Strong communication skills, with the ability to communicate effectively and listen to guests and team members</p> <p>Good judgment skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem-solving to be able to come up with solutions and deliver a perfect outcome with ever-changing information, and requests within the operation</p> <p>Leadership skills to motivate your team and help those around you do their best work</p>
<p>Technical skills</p>	<p>Strong understanding of food and beverage, front-of-house operations, and guest service excellence</p> <p>Understanding of licensing, Health and Safety, Food hygiene, COSHH, and Fire regulations</p> <p>Familiarity with property management systems and operational processes</p> <p>Evidence of accountability of operational P+L accounts/budgets</p>
<p>Qualifications & Experience</p>	<p>Proven experience in hotel operations management, including team leadership and budget management</p> <p>Personal Licence Holder (preferred)</p> <p>First-Aid trained</p> <p>Food Safety Level 2</p> <p>Fire Marshall (preferred)</p>

I have given a copy of the above and have explained all aspects of it.

Name of Manager (please print)
Signature of Manager
Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)
Signature of employee
Date