



## HOTEL OPERATIONS MANAGER

**Role:** Permanent/ Full Time

**Salary:** Competitive salary based on experience

**Location:** City Centre. Derry/Londonderry

**Essential Criteria:** Strong Food & Beverage Management Experience

Wonderful opportunity to join forward thinking new team in a hugely exciting & impressive New 4 Star Hotel & Spa located in the heart of Derry/Londonderry for an experienced & results driven Hotel Operations Manager.

Reporting to the Hotel Director, The Ebrington Hotel is actively seeking an operations Manager who will deliver exceptional quality and standards in line with hotel values, demonstrate a passion for delivering exacting standards, as well as demonstrating sound financial planning and commercial awareness.

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As operations manager, you will be responsible for **overseeing all aspects of a hotel's day-to-day operations**. This includes managing staff, ensuring that guests have a positive experience, and making sure that the hotel is always running smoothly.

This is a 'Hands On' Food & Beverage Operations Management role so the successful applicant will be expected to take immediate ownership of the management of the hotel within the overall policies & controls established by the Company Directors, ensuring that the brand values & standards of a deluxe 4 star are delivered and targeted profitability achieved.

**Key Responsibilities:**

- Developing and Implementing strategies that will ensure a positive experience that exceeds guest's expectations every time.
- Anticipate all guest needs and respond promptly & accordingly.
- Involvement in the development & implementation of hotel budgets & business objectives
- Work collaboratively with all department managers to make sure operations are running smoothly in tandem with one another.

- Establish and maintain standards for staff performance and customer service.
- Staffing the hotel appropriately, demonstrating strong but fair management skills to lead the operational business.
- Lead, manage, train & motivate Food & Beverage team, instilling company values and standards in Food & Beverage and other departments and ensuring managers achieve commercial targets
- Reviewing employee behaviour, appearance, and performance on a continuous basis.
- Chair departmental meetings, continually communicating a clear and consistent message towards delivering exceptional service.
- Conduct daily meetings to ensure that all departments are in working order & report back to directors
- Maintaining full knowledge of all inner working of the hotel, including room rates, hotel policies, specials, availabilities, VIP guests, hotel events and more.
- Support the directors in the continued growth & implementation of ideas and concepts to grow the stature of the hotel and future proof the Ebrington Hotel brand.
- Have a current & comprehensive knowledge & understanding of all Health & Safety policies and procedures for 4 Star Hotel & ensure the company Health and Safety, Food Safety and COSHH legislations are adhered to.
- Ensure all Licensing and Statutory Compliances are met throughout the Hotel and Team.
- Preparing the Annual Business Plan for Food and Beverage and the monthly reforecasting
- Constantly evaluating local, national, and international market trends, vendors, and other hotel/restaurant operations to make sure that the hotel's own operations remain competitive and innovative

**Essential Criteria.**

At least 4 years Food & Beverage Management experience within hotel setting.

Must be flexible with working hours in keeping with the business needs

Unique opportunity for candidate to graduate to 4-star hotel manager's position.

Successful candidate must be eligible to work in the U.K. Assistance with relocation provided if required.

**To Apply:**

Send your CV to [careers@theebrington.com](mailto:careers@theebrington.com)