

Locke

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job title:	Duty Manager
Purpose:	In conjunction with the other Duty Manager you will support in the management of a newly opened Locke Aparthotel including; brand development/awareness, people management and delivering memorable service to achieve targeted occupancy levels, revenue, length of stay, profit and overall business targets.
Reporting to:	Assistant General Manager
Location and hours:	Based at Whitworth Locke primarily. You will also have the flexibility to travel to other Locke/SACO sites as and when required by the business. You will be able to work flexibly, including weekends and bank holidays as required by local conditions. Our core working hours are 5 days out of 7, 37.5 hours per week.
IN THIS ROLE YOU WILL BE RESPONSIBLE FOR THE FOLLOWING;	
Delivering Guest/ Customer Service	
<ul style="list-style-type: none">• Ensuring you and your team provide memorable service at every stage of the guest journey• Ensuring you respond to and act on guest reviews in a timely and professional manner• Ensuring your team can share the fun and exciting things to do in and around our Locke with our guests and have great local knowledge• Complaint handling	
People Management	
<ul style="list-style-type: none">• Strong communication and engagement skills• Completing 1-1's and setting objectives• Coaching and supporting the team along with succession planning• Training new employees and conducting refresher training with team	
Day-to-Day Operation	
<ul style="list-style-type: none">• Accountable for the House Host team members, ensuring they perform their duties and job descriptions in line with company expectations• Accountable for the daily operational running of the House Host Team• On call rota responsibilities• Effective rota management of the House Host team• Resolving payment queries and system errors	
Business Development	
<ul style="list-style-type: none">• Continuously looking for opportunities to maximise revenue and occupancy levels• Promoting the Locke brand through local events and supporting in the organisation and delivery of events• Ensuring you and your team identify upselling opportunities• Ensuring your team build relationships with guests to encourage repeat business• Delegating daily tasks as required to your team to ensure the smooth running of the aparthotel operation	

IN THIS ROLE YOU WILL NEED THE FOLLOWING;

<p>Knowledge/ Skills/ Qualifications</p>	<ul style="list-style-type: none"> ▪ GCSE/NVQ (including English and Maths) ▪ Highly proficient in written and spoken English language ▪ Customer Service Skills ▪ Highly proficient with IT systems and software (including Microsoft Office) ▪ Communication/ Negotiating/ Attention for detail/ Management and Leadership/ Decision Making/ Strategic Thinking/ Analytical/ Sales Ability/ Problem Solving/ Time Management/ Flexible with the ability to think outside the box
<p>Experience</p>	<ul style="list-style-type: none"> ▪ People Management experience is desirable ▪ Hospitality experience is essential

<p>Competencies & Values</p>	<p>The Courage To; Question Evolve Be Human</p> <ul style="list-style-type: none"> ▪ Be curious and seek out innovation, change and creativity ▪ Challenge convention, look for better ways to do and be ▪ Accept accountability and empower those around you ▪ Feel free to be yourself at work just as much at play ▪ Accept that perfection doesn't exist in yourself and others and no-one has the monopoly on good ideas ▪ Recognise the humanity in ourselves and others to learn fast, evolve and grow <p>Business Skills</p> <ul style="list-style-type: none"> ▪ Take intelligent risks based on deep insight ▪ Act quickly based on market knowledge and understanding
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