



## **JOB DESCRIPTION OPERATIONS MANAGER**

Warren House is a Grade II listed building, offering flexible conference facilities within beautifully landscaped gardens. Situated in the exclusive Coombe Estate, Warren House provides peace and tranquillity suitable for accommodation, dining, conferences, meetings, seminars, and training. The hotel consists of 48 bedrooms, 8 conference and event rooms, two bars, and a restaurant with terrace dining.

The **Operations Manager** is responsible for overseeing the day-to-day operations of the hotel, ensuring that all departments work in harmony to provide a seamless guest experience. This role involves managing multiple departments, including Front Office, Housekeeping, Food & Beverage, and Maintenance, C&B, Kitchen, Sales & Marketing while maintaining high standards of service, efficiency, and profitability. The ideal candidate has extensive experience in hotel management, excellent leadership skills, and a strong focus on guest satisfaction

### **DUTIES AND RESPONSIBILITIES**

- Oversee daily operations of the hotel, ensuring all departments run smoothly and efficiently.
- Monitor hotel performance metrics, including occupancy rates, guest satisfaction scores, and financial performance.
- Ensure compliance with all hotel policies, procedures, and brand standards.
- Develop and implement strategies to enhance guest satisfaction and operational efficiency.
- Ensure all guest complaints and issues are resolved in a timely and professional manner.
- Maintain high standards of service quality throughout the hotel, with a focus on delivering exceptional guest experiences.
- Monitor guest feedback and review scores across various platforms (TripAdvisor, Booking.com, etc.) to identify areas for improvement.
- Lead guest service initiatives to exceed guest expectations and ensure a memorable stay.
- Proactively engage with guests during their stay, ensuring their needs are met and they feel valued.
- Lead, mentor, and develop the management team to ensure operational goals are met.
- Manage staff performance, providing regular feedback and conducting performance reviews.
- Identify training needs and oversee the delivery of training programs to enhance staff skills and service quality.
- Support recruitment efforts by interviewing, selecting, and onboarding new team members.
- Promote a positive work environment and ensure high levels of team morale and productivity.
- Monitor and manage hotel budgets, controlling costs and maximizing revenue.

#### **Warren House Hotels Ltd**

T 020 8547 1777 F 020 8786 6575 info@warrenhouse.com

www.warrenhouse.com

Warren House, Warren Road, Kingston Upon Thames, KT2 7HY

Company Registration No. 05537011, VAT Registration No. 915987378

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- Work closely with the finance team to ensure accurate forecasting and budgeting for the operations department.
- Track and analyze operational KPIs, including occupancy rates, revenue per available room (RevPAR), and profit margins.
- Implement cost-control measures without compromising the quality of service or guest satisfaction.
- Ensure the hotel complies with health and safety regulations and that all operational areas are safe for staff and guests.
- Conduct regular safety audits and ensure all safety procedures are followed across the hotel.
- Manage crisis situations, such as fire, bomb threats, or other emergencies, by ensuring proper protocols are in place and staff are trained accordingly.
- Contribute to the hotel's long-term strategic planning by developing new initiatives to improve operations and drive profitability.
- Lead efforts to improve operational efficiency through process optimization, new technologies, and best practices.
- Benchmark hotel performance against competitors and stay informed about industry trends and innovations.
- Work closely with the General Manager to develop and implement business strategies aligned with the hotel's goals.
- Ensure compliance with brand standards in all areas of the hotel, from guest rooms to public spaces and food & beverage outlets.
- Conduct regular audits of hotel facilities and services to maintain the highest quality standards.
- Develop and implement Standard Operating Procedures (SOPs) for all operational departments.
- Collaborate with the Marketing team to ensure the hotel's brand is consistently represented in all guest-facing activities

## **WHAT ARE WE LOOKING FOR**

- Strong leadership and team management skills, with the ability to inspire and motivate staff.
- Excellent financial management skills, including budgeting, forecasting, and cost control.
- A passion for delivering exceptional guest service and improving guest experiences.
- Strong problem-solving skills with the ability to think on your feet and handle challenging situations.
- Ability to manage multiple tasks and projects simultaneously in a fast-paced environment.
- Excellent verbal and written communication skills to engage with staff, guests, and senior management.
- Proficient in hotel management software (PMS systems) and Microsoft Office Suite.
- Understanding of health and safety regulations, hotel operations, and brand standards.
- Willingness to work flexible hours, including weekends and holidays, to meet operational needs.

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## PERSON SPECIFICATION

- Proactive and solutions-oriented, with a hands-on approach to managing operations.
- Collaborative leader who fosters teamwork and a positive work environment.
- Detail-oriented with a focus on delivering high-quality service and maintaining standards.
- Adaptable and resourceful, able to handle changing circumstances and challenges with ease.
- Committed to excellence and continuous improvement, with a passion for hospitality and guest satisfaction
- Your phone must have a minimum of iOS 12 or Android 8.0 to use the latest software applications
- Manage and analyze the hotel's Profit & Loss (P&L) performance
- Set, monitor, and achieve key performance indicators (KPIs)
- Drive a positive company culture by leading by example
- Supporting an anti-toxic work environment.
- Ability to handle multiple responsibilities and manage time effectively.
- Positive attitude and the ability to inspire and motivate your team

## QUALIFICATIONS

- Minimum of 5-7 years of experience in hotel management, with at least 5 years in an Operations Manager role or equivalent.
- Bachelor's degree in Hospitality Management, Business Administration, or a related field (or equivalent work experience)

**This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.**

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**Employee Full Name**

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**Employee Signature**

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**Date**

For employment opportunities or any enquiries, please contact us at:  
hr@the-sungroup.com

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