



<b>Position:</b> Operations Manager	<b>Department:</b> Hotel Operations
<b>Line Manager:</b> Group General Manager	<b>Direct Reports:</b> Yes
<b>Minimum Working Hours:</b> 40 per week	<b>Working Days:</b> 5 Days Over 7 Including Weekends
<b>Salary:</b> £37,000.00 per annum + Tips (uncapped share based on hours worked)	

We are on the search for an enthusiastic, passionate, and dynamic individual to join us as **Operations Manager** at **The Sonas Hotel Collection** on the gorgeous Isle of Skye.

**About our business:**

The Sonas Collection is an award winning, family owned and operated business, comprised of four boutique period properties that have been wonderfully renovated and cared for. Our main purpose is to deliver warm “Highland Hospitality” to our guests, create great opportunities for our employees and make a difference in our local rural communities. The word Sonas is Gaelic for “happiness”, and happiness is our aim.

**What we’re looking for:**

The ideal candidate would be someone who truly understands what “Highland Hospitality” is and how to deliver it well. We would also expect the ideal candidate to have great collaboration skills, an eye for detail and the ability to lead a team well to deliver results. Other key attributes we would expect are resilience, the ability to challenge positively and being able coach a team well to maximise their potential.

**About the role:**

You will be accountable for the daily operations and ensuring that all hotel departments work well to ensure the overall operation is effective to meet our guests’ expectations. Guest satisfaction is our top priority, whilst delivering on the commercial and operational objectives of the business. To do this, you will need to work closely and build relationships with the Group General Manager, Central Support Team, and your Head of Departments.

**A snapshot of your key responsibilities:**

**Financial:**

- Reconciling cash and cheque payments on a regular basis.
- To ensure daily and weekly rota sign offs are completed in a timely manner.
- To ensure cost controls are in place across the hotel.
- Achieve monthly GP budgets.
- Ensure a culture of upselling is present with regular relevant training.

**People:**

- Staff motivation and discipline.
- Ensure the initial and ongoing training of all employees.
- To ensure the adequate performance management of all employees.



- To ensure the timely completion of annual appraisals.
- To ensure rotas are published in a timely manner.
- To ensure new starter paperwork for all employees is completed and submitted on Day 1.
- To ensure contracts of employment are signed before the end of Day 1 for all employees.
- To ensure a positive culture in the workplace.
- Ensure monthly check ins occur with all colleagues where possible.
- Ensure a monthly training calendar is in place to support colleague development.
- Monthly KPI targets for all HOD's.
- Ensure annual appraisals are completed for all colleagues.
- Ensure a minimum 85.00% people audit score.

#### **Operations:**

- Monitor Reslynx and Open Table to ensure correct allocations.
- Ensure that staffing levels across departments are sufficient to meet business demands.
- All high priority functions should be co-worked with another member of senior management to ensure that optimum communication is achieved.
- Ensure SOP's are in place across the hotel for all operational roles.
- Ensure standards are met across all areas of the hotel.
- Ensure the cleanliness of the hotel to ensure the guest journey is always meeting company standards.
- Achieve a quarterly mystery guest visit score of a minimum of 85.00%.
- Achieve a monthly guest review score of a minimum of 90.00%.

#### **General:**

- The Operations Manager is the overall key point of contact for all staff and guests.
- To communicate the information coming into the hotel and monitoring activities in each department to ensure that tasks are completed to meet guest demands in a timely manner and to a high standard according to company policy.
- To ensure that Legal and Statutory Requirements across all departments are maintained.
- To ensure all regulatory paperwork is completed within the relevant time frames.
- To ensure that all employees can manage guest questions, compliments or complaints.
- The Operations Manager will have overall responsibility to respond to all guest feedback on relevant platforms.
- Any issues that occur should be communicated to the senior leadership team using the correct escalation process.
- Maintain regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- Promote good working practices across the hotel, with particular emphasis on exceptional standards of safety and hygiene and guest service.
- Identify any areas of concern to the senior support team and work collaboratively.
- Ensure all company property / premises are kept within good working order, and any concerns highlighted and actioned promptly.

#### **Key requirements for this role:**

- Previous experience in a similar hotel management role.



- Previous experience working in the highlands.
- Fantastic communication and organisational skills.
- A passion for great hospitality.
- A hands-on leader.
- Valid right to work within the United Kingdom.

### **What's In It For You?**

- Additional holiday allowance for your birthday.
- 50% food discount in all our restaurants.
- Colleague rates across all our hotels.
- Access to Health Assured which hosts a wealth of informational tools and support across many areas including:
  - Financial Wellbeing
  - Mental Health
  - Exercise
  - Heathy Eating
- Ongoing personal development with access to internal and external training programmes.
- Free Gym Membership at Local Gyms.
- A share of monthly tips split fairly across the business.
- Free colleague meals on duty.
- Paid breaks.