



JOB DESCRIPTION

JOB TITLE	General Manager
REPORTING TO	CHAS Director of Income Generation and Engagement
LAST UPDATE	25.01.2024
PURPOSE OF ROLE	<p>Ardoch Loch Lomond is a unique exclusive use venue owned by the charity CHAS (Children's Hospices Across Scotland), established as a profit with purpose venue whereby profits go to support the work of the charity.</p> <p>As General Manager of Ardoch, you are commercially accountable for the development and delivery of the venue's business strategy, budgeting, financial management and operations of the business. You will be responsible for the daily running of the venue; planning, organising and directing all hotel services, including front-of-house (reception, reservations and event management), food and beverage operations and housekeeping.</p> <p>This is a hands-on General Manager role which requires the General Manager to enjoy working operationally together with the team. On a day-to-day basis you will be responsible for providing leadership and encouraging good communication and organisation across all departments, liaising with the Ardoch team, external suppliers, and drawing when required support from CHAS on all aspects of the venue operation, whilst demonstrating a positive attitude, excellent presentation, and professional manner in all that you do. You will need to reflect the Ardoch brand and ethos in your approach to work.</p> <p>This is a full-time position, requiring evening and weekend work as part of your normal working week.</p> <p>To note this role can be either live in or live out. An onsite management flat can be provided if required.</p>
JOB ROLE	<p><u>KEY RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> • Lead and motivate the team to deliver high service standards across all existing and new areas of Ardoch's business. • Work closely with The Director of Income Generation and Engagement to develop the vision for Ardoch, to formulate strategy and to oversee new developments. • Ensure that standards are delivered and maintained and develop the customer experience. • Delivering on revenue targets and generating growth and profitability for the business. • Provide the leadership and oversight that ensures day-to-day management of operation across all areas of the business. • Ensure operational advance planning of the business. • Respond in a courteous, professional and timely manner to all guest and staff feedback. • Continuously manage the upkeep of all company property and buildings. • Accountable for the leadership of the team and the guest experience.

- Be accountable for all Health & Safety & legislative aspects to ensure the safe and effective running of the venue.
- Be responsible for compliance and ensuring that all legal requirements of the business are met on an on-going basis, and that agreed policies and procedures are adhered to at all times.
- Work with CHAS income generation and children and family teams to support activity that further the charities aims where Ardoch acts as the venue supporting such activity.

SALES AND MARKETING

- Lead the Sales & Marketing functions, assist in the creation of the Sales and Marketing plan, providing direction to relevant members of the team in relation to markets, revenue growth and yield management.
- Create and implement Sales and Marketing strategy, together with Assistant General Manager
- Be involved with key relationships with key clients, and proactively canvas further business locally, nationally. And internationally
- Together with the Assistant General Manager, drive high levels of effective sales in all areas of the business to deliver the levels of growth required.
- Have a strong working knowledge of running unique events and onsite activities.
- Develop a responsive culture to guest feedback received, in all its forms, developing improvements for the hotel based on feedback.
- Ensure the venue is fully compliant with the requirements of the GDPR (General Data Protection Regulation).
- Host familiarisation tours with appropriate agents, corporate clients and leisure guests alike
- Represent Ardoch at external industry networking events and ad-hoc opportunities
- Be the public face and ambassador of Ardoch, actively managing relationships in the local and wider community.
- Attend local village meetings when appropriate

FINANCE AND PLANNING

- Oversee compilation and updates to the Annual Business Plan, including financial planning, budgets, operational reviews, sales and marketing plans
- Work closely with the Director of Income Generation and Engagement, CHAS senior management, and other departments to ensure the smooth implementation of necessary procedures and operating processes
- Provide agreed reporting to the Director of Income Generation and Engagement to ensure progress is communicated on a regular basis as required with the extended CHAS Leadership team and Board
- Set and achieve sales, costs and profit targets and KPIs
- Manage budgets, financial plans and control expenditure
- Maintain statistical and financial records
- Analyse sales figures and devise marketing and revenue management strategies to achieve required results
- Ensure weekly/monthly banking and book-keeping procedures are accurate - keep petty cash accounts up to date, compile accurate expenditure receipts and allocate to correct cost department, liaising with CHAS Finance as required to establish and maintain correct administration procedures. In association with Assistant General Manager.
- Comply with correct purchase order and sign off procedures
- Collate staff hours for accurate wage processing
- Ensure a monthly stock take is taken in in order to ensure compliance with the budget and gross profit percentages

- Assist the CHAS Financial Controller in all aspects of cost/sales/payroll control, to include monthly forecasting and the budgeting process to ensure budgeted profit delivery.

TRAINING

- Responsible for the leadership and direction of the business, providing identified training and support as required to build a high-performing team
- Train and develop staff to maximise performance, aid retention and reduce turnover.
- Responsible for overall recruitment, training and development of the team, performance management and appraisal.
- Accountable for the delivery of performance in line with Company procedures.
- Lead and inspire individuals to develop a highly motivated, committed team.
- Ensure the team receives, understands & adheres to all company policies & procedures.
- Liaise with relevant CHAS internal teams to ensure all insurances are kept current

COMMUNICATION

- Keep staff informed on all relevant business issues & updates using varied methods of communication.
- Provide detailed and accurate reports as required to the Director of Income Generation and Engagement to ensure CHAS senior leadership and Board can provide oversight and governance in accordance with charity and other regulatory responsibilities
- Attend as required inter-company operational and governance meetings

EVENT MANAGEMENT

- Provide leadership, oversight and Assist to plan and organise accommodation, catering and other services for Ardoch clients
- Ensure events and conferences run smoothly
- Oversee Assistant General Manager position, and be able to carry out the same duties in order to cover holidays/days off, to include as below.
- Liaise with new and existing event clients
- Host regular venue site visits
- Ensure client administration from pre-stay to post-stay is conducted in a professional manner – including providing client proposals and quotes, processing deposits, creating event sheet, creating menus, corresponding with clients as needed, invoicing after departure and following up with clients to ask how event well
- Liaise with catering company regarding menus
- Together with Assistant General Manager, co-ordinate external parties including suppliers, travel agencies, and conference planners

OPERATIONS

- Responsible for ensuring the highest levels of guest satisfaction through excellent product and service delivery across the venue
- Ensure the venue and grounds are well presented for every customer
- Ensure the business has a Standard Operating Procedures Manual for training purposes and as GM, be responsible for delivering job training for all roles
- Organise Ardoch rotas and contract staff rotas
- Staff training - organise first aid training and food and hygiene courses for new staff
- In advance of client arrivals – ensure correct set up meeting room, public areas and bedrooms as well as outside areas
- Welcome guests on arrival and be their host throughout their stay (Duty Managers will also cover this)
- Be operationally available to oversee running of event and meal sittings
- On occasion, be available as a “Night Porter” overnight for some groups

- *For occasional day-only meetings (where no external caterer is required), ideally be able to personally cook light breakfasts, and prepare soup/sandwich lunches. Please note this is a flexible requirement.
- Shop for supplies (e.g. food, drink and general supplies) for events as required
- Liaise with external suppliers who provide client services including Caterers, activity event companies and Contract cleaners etc.
- Liaise with contract cleaners, checking standard of service regularly
- Liaise with Fisher Laundry, monitor deliveries and returns
- Able to lift and move furniture as required

INCIDENT MANAGEMENT

- Manage and report all incidents in line with company procedures
- Ensure all staff are adequately trained in hospitality and venue procedures
- Anticipate potential problems/situations and act accordingly to create solutions
- React in line with company procedure to any unexpected situations
- Review services offered & obtain feedback from internal & external customers on an ongoing basis and contribute ideas for continued development

MAINTENANCE

Provide leadership and supervise maintenance, supplies, renovations and furnishings

- Manage refurbishment and development projects from design to completion working with contractors and suppliers as required including CHAS Estates and Facilities Management Team.
- Build and maintain good relationships with a wide range of contractors to ensure a strong network of local suppliers able to be responsive to Ardoch operations is in place
- Ensure site security is effective
- Carry out inspections of property and services
- Ensure compliance with licensing laws, health and safety and other statutory regulations.
- Ensure CHAS Policies, My CHAS and Learn PRO are used and followed.
- Report to and Liaise with CHAS H&S Committee as required.
- Develop Ardoch's green and sustainable credentials
- Develop Ardoch's 5-10 Year Maintenance Plan together with Estates Manager
- Develop Ardoch's 5 Year FFE Plan to enhance and evolve Ardoch's guest experience.

HEALTH AND SAFETY

- Ensure the venue meets all legal and regulatory requirements with regards to liquor licensing, fire protection, health and safety etc., relating to both building and personnel.
- Ensure departmental risk assessments are updated in line with the CHAS Group of Company requirements as they apply specifically to Ardoch Loch Lomond and continually reviewed.
- Ensure that all staff are signed off on a 6 monthly basis that they have read and understood their departmental risk assessments or sooner if a change is required following risk identification.
- Liaise with CHAS H&S Committee as required.

CHAS VOLUNTEER MANAGEMENT

- Maintenance and gardening volunteering - work with the CHAS Volunteer's Team and Ardoch Estates Manager to recruit, train and work directly with volunteers who are keen

to work with Ardoch, particularly to assist with external grounds maintenance and gardening.

- Corporate volunteering – work with the CHAS corporate team to offer volunteering in the same way that CHAS would offer corporate groups to attend Robin House Hospice. Together with the Ardoch Events Manager, be responsible for organising the activities they do, and ensure supervision from the correct Ardoch team members on the day, for example, to oversee a corporate group who wish to arrange tree planting on the estate as part of their corporate social responsibility programme.

SKILLS REQUIRED

- Demonstrable experience as a General Manager or having equivalent responsibilities of hospitality leadership and experience gained in the hotel, hospitality or exclusive use venue sector
- Demonstrable experience of growing revenue able to demonstrate strong commercial/financial acumen within the hotel hospitality or exclusive use sector
- Demonstrable experience of delivering a wide range of events across multiple sectors including corporate, retreats, private celebrations and weddings
- Ability to run the operation hands-on
- Ability to plan budget and ongoing financial controls
- Strong leadership & motivational skills
- A friendly personality, with a genuine desire to help and please others able to exemplify the spirit and essence of Ardoch and its profit with purpose vision
- Passionate about the operation with a hands-on attitude
- Computer literate across all office 365 software
- Technical understanding across all operational and administrative areas
- Ability to produce month end business reports
- Strong interpersonal and problem-solving abilities

QUALIFICATIONS/CERTIFICATION REQUIRED

(note some courses can be provided as part of employment)

- Scottish Certificate for Personal Licence Holders at SCQF Level 6
- Serve as Premises Licence Holder
- IOSH Managing Safely
- Emergency First Aid at work
- Basic Food and Hygiene Level 2
- Allergies Awareness Course