



GENERAL MANAGER

Reports to: Executive Director

Salary: based on agreement

Location: Miss Sophie's New Town & Sophie's Hostel

Department: Operations

Job Purpose: To effectively manage all aspects of Miss Sophie's New Town boutique hotel and Sophie's hostel, which includes customer service, maximisation of profits, control of expenditure, development of all employees and fostering positive working relationships at each property as well as on organisational level. Ensure that all functions are working as efficiently and as effectively as possible and adhering to BoHo's Policy and Procedure.

The ultimate goal for you is to do everything possible to ensure that those who leave your doors are happy, want to spread the word about your place, and ultimately desire to return in the future.

Key Role Responsibly and Accountabilities	Experience	Behavioural Competencies
<p>To lead and exceed standards of customer service, encouraging all employees to consistently deliver sense of community and a positive experience to all customers.</p> <p>To champion exceptional customers service by regularly acting as day manager and carrying out day manager shifts.</p> <p>To lead the day to day operation of both properties and ensure operational excellence in all aspects of the operation – accommodation and food & beverage.</p> <p>To maximise profit by operational excellence when running two properties opposite each other.</p>	<p>Proven ability of, or able to demonstrate, management and leadership of teams, preferably within a similar environment.</p> <p>Previous experience of working within the hospitality industry (accommodation, F&B) and able to demonstrate knowledge of current tourist industry standards.</p> <p>Previous experience with cluster site management desirable.</p> <p>Evidence of recruiting, mentoring and developing others.</p>	<p>Business Perspective</p> <p>Evaluates the commercial and financial implications of decisions. Demonstrates clear understanding of P&L statements. Checks and challenges planned expenditure, evaluating the likely return on investment. Stays up to date with customer trends, identifying opportunities and threats at an early stage</p> <p>Customer Service Orientation</p> <p>Champions exceptional customers service and seeks opportunities to enhance customer experience. Monitors customer satisfaction and asks for feedback. Makes self fully available especially when customer</p>

<p>To always appear and act professional and in the best interest of BoHo.</p> <p>Responsible for proactively review and respond to customer feedback, seeking opportunities to improve the overall customer experience.</p> <p>Responsible for the efficient use of all BoHo's system, inclusive of the booking system, to generate income and maximise profitability.</p> <p>Lead and seek sales opportunities across all business functions. Actively encourage and promote all sales activities/initiatives within the team to maximise profitability.</p> <p>Responsible for reflecting business seasonability by adapting schedules and work contracts for all staff in all departments.</p> <p>Effectively manage, report and comply with BoHo's financial management/ accounting systems to control expenditure and income.</p> <p>Conduct regular team meetings and performance management reviews to actively develop the capability of the team and individuals to help them progress on their career path journey, ensuring success is recognised and celebrated. Be motivational and communicative to ensure all BoHo's policy and other informations are passed to relevant individuals.</p> <p>Lead on continually seeking to identify areas for improvement to the overall product and service within the business.</p>	<p>Knowledge and understanding of BoHo, the different hostels and hotels and it's respective customer base.</p> <p>Knowledge and understanding of BoHo culture, values and mission statement.</p> <p>Proven ability to manage high pressured environments, where there may be significant peaks in work load demands.</p> <p>Understanding of software management systems and/or proficient in basic computer skills.</p> <p>Flair for contemporary trends in tourism and food & beverage.</p> <p>Good numeracy and literacy skills.</p> <p>Highly developed verbal and written communication skills.</p> <p>Understanding of local employment laws and procedures.</p> <p>Understanding of local health and safety laws and requirements.</p> <p>First Aid Certificate.</p> <p>Basic Food Hygiene Certificate.</p>	<p>is going through a critical period. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Maintains a professional approach at all times and sets an example to others.</p> <p>Sense of community Understands the meaning of community and generates the energy which is required to deliver sense of community both for guests and staff.</p> <p>Leading & Collaborating Initiates action and provides others with clear direction. Challenges inappropriate behaviour in the workplace and praises good behaviour. Manages conflict. Successfully builds consensus solutions, achieving results without damaging relationships Takes responsibility for actions. Is self-confident and is seen as credible and professional by others.</p> <p>Innovative & Adaptive Embraces change and challenges others to find ways of improving what is done. Encourages and supports development of new processes and procedures. Works productively in a high pressure environment. Adapts well to changing circumstances maintaining a positive outlook. Actively seeks ways to deliver improved customer experience and</p>
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<p>Ensure the team celebrates success and is recognised for delivering excellence.</p> <p>Lead on the promotion and development of positive collaborative relationships with other hostels and hotels in BoHo network.</p> <p>To be proactive in the maintenance of buildings, fixtures and fittings, seeking advice and professional guidance where appropriate.</p> <p>To ensure that housekeeping standards are kept and exceeded.</p> <p>Ensure compliance with all Health & Safety regulations (Fire safety, HACCP).</p>	<p>Minimum of Bachelor's Degree in relevant field.</p>	<p>increased profit.</p> <p>Developing Performance Delegates responsibility appropriately and fairly to aid the growth of others. Seeks opportunities to help their team to grow and develop. Makes self fully available to help with project work delegated to their team members. Arranges appropriate training or experiences for the purpose of fostering a person's learning and development. Keeps own knowledge and skills up to date practicing continuing professional development. Delivers results through teams and people.</p> <p>Communicating Provides clear concise information in professional manner. Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they have the big picture. Successfully persuades and influences others.</p>
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