

Hotel Deputy Manager
Full Time (40 hours)
5 out of 7 Days including Weekends
Salary Commensurate with Experience + Benefits

The Hilton Garden Inn at Emirates Old Trafford (the Home of Lancashire Cricket) is a unique hotel positioned in a world class thriving multi-purpose venue that hosts a multitude of large-scale and high-profile events, from international cricket to sell-out concerts.

The hotel, with its 150 bedrooms (including 85 pitch-facing rooms), restaurant (breakfast and dinner) and bar is located within the Emirates Old Trafford venue sitting alongside our award-winning conference & events facilities integrating seamlessly with the stadium and all the events that it hosts.

As a venue, Emirates Old Trafford has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

We are extremely excited to announce that we're looking for somebody to join our Hilton Garden Inn hotel team as a Hotel Deputy Manager.

The Role

As our Hotel Deputy Manager your responsibilities will include, but by no means be limited to:

- To ensure the smooth running of the hotel Front Office, Food and Beverage and Housekeeping departments with sound commercial acumen.
- To drive standards of operation within the Hotel ensuring successful leadership, training and development for managers and supervisors.
- To assist HOD's with cost control as per LCCC policy.
- To offer and maintain the highest of professional service standards at all times.
- To ensure suitable Duty Management cover across 24/7 and ensure required training is undertaken to meet Hilton and LCCC standards.
- To oversee all Hotel operations departments in the absence of the department manager.
- To deputise for the GM in his absence.

The Person

- At least 2 years' experience as a Head of Department in a similar sized, international branded property.
- In depth commercial understanding of a 150 bedroom property (or similar size) including the understanding and experience of working with a Hotel Profit & Loss account and Hotel Forecasts.
- An understanding of the local market place would be preferable.
- Knowledge of hotel property management systems (with experience of Hilton systems preferred).
- Good organization and administration skills with a positive attitude and good communication skills.
- Commitment to delivering a high level of customer service.
- High level of IT skill.
- Confident telephone manner, with exceptional interpersonal skills.
- Excellent grooming standards.
- Previous People Management experience required (including conflict management, team member or senior individual development plans).
- Problem solving, trend analysis skills are required.

What we offer

- Holiday allowance increasing with service
- 2 x standard Lancashire Cricket season memberships
- Social events throughout the year
- Fitness classes, table tennis club and yoga
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- Discounts at the Lancashire Cricket Official Store, Trafford Cricket Centre, Hilton Garden Inn Emirates Old Trafford, Caffè Nero and with the Club's partners
- Free parking

Please take a look at the full job description and if you have the experience and skills required, coupled with the enthusiasm and energy levels needed to fulfil the responsibilities of the role to their full potential, then please submit your CV outlining why you should be considered for the position to careers@lancashirecricket.co.uk.

We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation and we are committed to providing new opportunities and striving for greater diversity.

It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and as we strive to meet Sport England Guidance in this regard, we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.