



**Title: Hotel Manager**

**Reporting to: General Manager/ Nichelle Hodgson**

**Wage Classification: Salary**

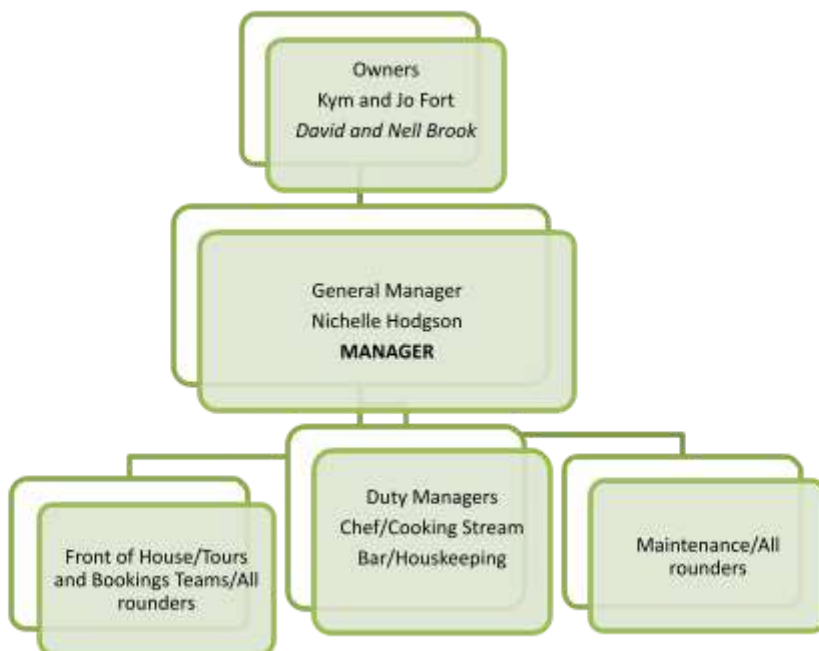
The purpose the Manager is to lead and inspire a multi skilled team with the objective of sustaining the Innamincka Hotel and community. The Manager will be committed to key business values of honesty and fairmindedness whilst actively and innovatively planning, directing and co-ordinating all daily activities.

The Manager will be committed to sustainable and regenerative tourism principles creating conditions for people to thrive.

**This person can -**

- Set a work culture *where people feel valued and fulfilled.*
- Know the business operating environment *to understand how best to service our customers.*
- Oversee a team *appreciating that the team can perform efficiently, effectively with guidance and support in a remote, outback location.*
- Recognise opportunities *to energise the business for the future.*

*MIND MAP*



**Managing the Innamincka Hotel comes with a multitude of responsibilities and requires the desire and ability to inspire people to go further than 'just adequate'.**

**The most important aspect of the role is the ability to mentor and lead by example - underpinned by commitment to respectful responsible tourism.**

## **KEY EXPECTATIONS**

### **SETTING LEADERSHIP/CULTURE AND TONE**

#### **Key Responsibilities**

- Creating an environment that encourages continuous feedback from staff and an expectation to be involved and engaged in the business.
- Endorsing company culture and reputation by taking responsibility for how fairly and ethically it deals with its staff and customers.
- Leading by example inspiring others and expecting the best from everyone and self. Note this role requires Manager presence on the floor and behind the bar on average two to three hours a day providing guidance and engaging with customers.
- Gaining ongoing feedback from customers by being present on the floor when available and using this to improve the business.
- Positioning people to set them up for success and advocating for the resources to do so.
- Taking time to reflect on day-to-day operations, seeking advice to make reasonable and rational decisions based on core values and evidence.
- Responding to concerns with customers in real time and being solution focused in finding resolution.

### **FINANCIAL**

#### **Key Responsibilities**

- Monitoring the efficiency of the internal systems and learning to maximise the software for the benefit of the business.
- Ensuring the accuracy of daily and weekly reconciliations including reporting and investigating inconsistencies.
- Training staff on how to identify sources of discrepancies when these occur at the end of the shift. Note this is when it is under \$20.00
- Adhering to Cash Flow budgets and understanding the seasonal variability of the business in terms of wages and operational costs. Note this requires looking at past figures and making some decisions around scenarios and forecasting.
- Ensuring rosters are within budget while maximising the team available and delivering premium outback services.  
This requires the ability to successfully balance the twin goals of profitability and first-rate customer service.
- Can monitor business performance against budget and strategy and work with the team to make changes as necessary.

## **RECRUITMENT OF STAFF**

### **Key Responsibilities**

- Know the role they are hiring for and ask it if is still relevant to the needs of the business and the guests – what must change.
- Assessing different methods of recruitment depending on response and quality of candidates.
- Utilising word of mouth amongst community and contacts.
- Undertaking selection of candidates against the need of the role.
- Sending a pre-interview checklist to each candidate. Note this includes following up with a call if there is no response within 24 hours of sending the email.
- Preparing and conducting all interviews in line with the correct procedure.
- Undertaking all reference checks (two to three per candidate) immediately after interview and informing un-successful candidates via email.
- Providing a letter of offer and contract and requesting evidence of all relevant certificates and licences.

## **PEOPLE DEVELOPMENT AND ENGAGEMENT -STAFF MEETINGS**

### **Key Responsibilities**

- Holding staff meetings weekly and preparing a clear agenda with outcomes and expectations from staff. That everyone must contribute one idea/useful comment that can benefit the business.

Note these meetings are opportunities to discuss the following:

- Ideas from staff – what has worked, what to change
  - Guest feedback
  - Positive news from the team
  - Any risks or threats to the business – as a team – any issues relating to individuals are to be conducted one on one
  - What’s happening in the hotel in the coming week
  - What’s happening outside the hotel that will impact staff/guests
- Providing team with agenda prior to and having an opportunity to provide feedback beforehand.
  - Ensuring all minutes from the meeting are distributed within 48 hours.
  - Making sure all action from meetings is followed up and delivered to set standards and within agreed timeframes.

## **STAFF TRAINING AND ONGOING DEVELOPMENT**

### **Key Responsibilities**

- Undertaking induction with new staff member and sharing with other full-time staff who have key skills and experience.
- Providing feedback and recommendations for improving performance when staff are learning new skills and knowledge.

- Gathering insight into how staff are conducting the role to help prepare for staff reviews.
- Planning and undertaking staff reviews that are useful and provide direction for future improvement and opportunities.
- Working with the staff member to find solutions to any skill gaps and following up to make sure this is addressed in their roles, and they are supported.
- Respond to staff altercations without delay but only after thorough planning and the gathering of evidence. Please note this requires the ability to mediate between parties at certain times to get the best outcome for the business and the rest of the team.

#### BUILDING ALL RELATIONSHIPS

- Internal – within the business (staff and imbedded consultancy team such as Woof Media/MYEnergy)
- External – customers/contractors/community/suppliers/ business leaders in tourism and hospitality.
- A key support is Australian Hotels Association (AHA) for all matters relating to HR, staff issues and contractual matters and relevant legislation.
- H & L are the support for the POS system.
- KODO provide communications, and all things related to IT and computers.

In the absence of the GM, the Manager will be obliged to maintain agreed strategic partnerships developed by the GM in relation to -

- Learning and development
- Risk Management
- Marketing/Promotions
- Digital Space
- IP Protection
- IT Support
- POS Support

#### NETWORKING AND CONFERENCES

To be able to build connections and continue to learn, the business encourages attendance at conferences such as the Tourism Industry Council of SA (TICSA)/Hotels Association/Flinders&Outback

#### Key Responsibilities

- Duty of Care to ensure any action taken by the business does not harm others – such as adherence to WHS and Risk Management. This requires being up to date with relevant legislation.
- Develops trust and confidence within the workplace by being open and approachable.
- Delivers creative ideas making the business of work in hospitality fun.
- Will understand the importance of *'hearing the story/ telling the story/sharing the story'* by understanding knowing and respecting our rich history.
- Will respect the Yandruwandha - Yawarrawarrka People by being mindful of their culture and heritage.

**The role of Manager will be benchmarked by best practice and commitment to continual improvement and innovation.**

### **Key measurements of success within the role include:**

- Better the business by knowing the business and using company vision and mission to influence decisions.
- Proactively identifies new ideas which will improve operations and discusses these with the General Manager.
- Consults openly and honestly keeping all lines of communication open.
- 'Shares the load' and delegates responsibilities to Team Leaders when appropriate.
- Is solution focused and sees problems as challenges and opportunities to improve the business.
- Makes time to constantly reflect on the business and where improvements can be made.
- Recognises skill gaps within self and team and seeks advice from the General Manager to find solutions.

Essential Knowledge will include industry experience and proven business acumen. A key focus is on the financial aspects of the business and ensuring strong knowledge of the financial position at any given time.

This includes not buying unnecessary stock and purchasing at the best possible price.

The Manager role requires specialised knowledge and skills in the management and ongoing development of business and people.

There will be willingness to seek opportunity to progress towards achieving qualifications in business management, event management, tourism and hospitality as part of the **businesses' objective in being a leader and innovator within outback tourism.**

Evidence of being able to consistently meet timeframes and strategies for self-care to create healthy habits to stay on top of form physically, emotionally and mentally is vital.

### **Suitable Qualifications include:**

- Diploma of Human Resource Management or Certificate IV in Human Resources
- Certificate IV in Business and Hospitality Management

Other relevant tickets and licences

- Current RSA – valid three years
- Current Responsible Person -SA
- Current driver's licence – SA
- Current Light Rigid Licence
- Senior First Aid

Confirmation of continued learning in business/tourism/human resources or practical skills related to the successful running of the hotel – will be reviewed by General Manager.

This can be achieved by committing to the following:

- Online learning
- Webinars/videos
- Chat sessions/live business forums
- Attending conferences

## **KEY OUTCOMES – HOW SUCCESS IN THE ROLE WILL BE MEASURED**

### **Creates enduring value to the business using principles of best practice**

- Establishes goals based human expectations – by watching, listening, interpreting and acting on the verbal and non- verbal cues from people
- Using knowledge to look after self and the natural environment
- Ensures open communication with continual review and reflection
- Fosters goodwill and generosity – in the way the business behaves, the value it creates in the community and the manner in it interacts
- Builds advocates for the business based on nature-based experiences and responsible respectful travel behaviours

### **Builds the next generation**

- Mentors and instils confidence in less experienced employees
- Undertakes fair and consistent check-in and review processes with staff that is positive, constructive and leads to improved performance.
- Takes the time and commits the necessary resources to working with the team to identify not only strengths that can benefit the business but key skill gaps.
- Works with staff to create a practical and outcome-based response to addressing these skill gaps while providing support and encouragement.

### **Establishes a workplace culture based on the Health and Wellbeing Standards**

**It is an expectation that the Manager will be committed to and have business goals related to -**

- Leadership in Industry by commitment to sustainable and regenerative tourism practices
- Recognition of industry impact on the natural environment – adopting the highest environmental standards
- Understanding and creating Unique Experiential Opportunities – to create exceptional memories for people and understanding of the unique environment in which we operate.

It is also an expectation that the Manager will be committed to professional development. To succeed evidence of allocation of time to create a professional development plan will be required at the time of review.

- considering business goals
- identification of gaps in skills/knowledge
- technical skills
- health and well being

The Manager will foster upskilling of the team:

- by establishing behavioural standards rewarding educational performance
- ensuring accessibility to learning

- Inspiring curiosity and interest in the business by actively encouraging new ideas and insights from customers that front line staff are privy to.

THE MANAGER HAS A KEY ROLE TO PERFORM IN THE BETTERMENT OF OUTBACK TOURISM:

- BY MINIMISING THE NEGATIVE IMPACTS OF TOURISM OPERATIONS
- FOSTERING GOODWILL AND GENEROSITY
- DEMONSTRATING SMART, HONEST AND AUTHENTIC BUSINESS PRINCIPLES