



POSITION : OPERATIONS MANAGER

We require an Operations Manager for our stylish boutique hotel in Southwark, London.

The Bermondsey Square Hotel is a 4-star, 90-room luxury boutique hotel, designed to meet the needs of discerning guests from business travellers to foodies and fashionistas. Located in the heart of Bermondsey and a very short distance from London's finest attractions, the hotel has comfortable and stylish accommodation.

Our people are our biggest asset. We focus on engagement and individual development, working with natural strengths and supporting education from a commercial perspective. We create pathways so our people know the direction their careers will head.

We believe that great hospitality can only be delivered by a happy, motivated and engaged team; so this is at the heart of our culture and of our 'b-attitude' values.

We are proud to provide equal opportunities for our team members, encouraging inclusive and creative culture, providing long-term careers, supporting community and assisting in environmental matters.

We ensure meaningful relationships with our colleagues, guests and third-party suppliers, positively celebrating diversity and inclusion within our teams, encouraging collaboration and creativity.

We offer competitive salaries, incentives, ample scope for personal development and discounted hotel stays for you, your family, and friends.

KEY RESPONSIBILITIES

Our Operations Manager will ensure all employees consistently achieve exceptional product and hospitality service standards. Achieving a high degree of guest care is paramount, whilst consistently aiming by set criteria to meet the Financial and Business objectives.

The successful candidate will act on behalf of the General Manager in their absence and carry out quality training and coaching in a systematic and professional manner.

They will be expected to monitor and comply with all company and legal statutory requirements as well as ensuring the Company Health and Safety, Food Safety and COSHH legislations are adhered to; this will involve action and appropriate training.

The b2 Crew are key to the success and reputation of the hotel the successful candidate will carry out the departmental welcome induction to the set company standard and complete performance reviews in line with hotel policy and ensure agreed objectives are set.

DESIRABLE CANDIDATE

Being courteous yet confidently driven is part of your nature. As a manager you will be required to train, motivate, nurture and provide feedback to the b2 Crew to ensure that tasks are achieved in a timely manner. You will have between 1 to 3 years supervisory experience in a similar position



within a quality hotel environment. We are searching for a pro-active thinker with excellent customer service, communication skills, attention to detail and flexibility who will actively maintain the best interests of our building, guests and staff. We are looking for someone who is passionate about hospitality, that is reliable and willing to be part of this growing team. As a key member of the b2 Crew it is essential that all guests receive a warm, memorable and personalised welcome to the hotel, that their needs are anticipated and any request actioned.

WHAT WE CAN OFFER YOU;

- Great opportunity for progression
- 5 day working week shift pattern
- Staff & Family Rate at the Bespoke Hotels Collection
- 50% discount on F&B
- Contribution to Pension Scheme
- Staff laundry
- Meal on duty
- Internal recognition schemes with full training
- 28 days holiday per year (including Bank Holidays)
- For every year of service employees earn an additional holiday up to a maximum of 5 days over a 5-year period
- Close to public transport links

Interested? Apply now by email enclosing you CV and covering letter to careers@bermondseysquarehotel.co.uk