

OPERATIONS MANAGER

ROLE SUMMARY: The Operations Manager provides strategic and hands-on leadership to ensure the smooth, efficient, and profitable running of the hotel. The role oversees all key operational departments, including Front Office, Food & Beverage, Housekeeping, Security, and HR, ensuring exceptional service delivery, operational discipline, and alignment with the Managing Director's strategic direction. The Operations Manager drives revenue growth, optimises costs, strengthens guest experience, and maintains high standards of safety, quality, and brand presentation. By supervising Heads of Department (HOD), monitoring financial performance, and enforcing operational controls, the role ensures the hotel operates at peak efficiency while continuously improving service quality. This position is central to fostering a high-performance culture, enhancing guest satisfaction, and safeguarding the hotel's reputation for excellence.

REPORTS TO: Managing Director (MD)

SUPERVISES: Front Office, Food & Beverage, Housekeeping, Security, and HR (dotted line to MD)

SCOPE OF RESPONSIBILITIES

Area of Responsibility	Action Steps	Success Criteria/Measures
Strategic & Business Leadership: <i>Provide strategic direction that drives revenue growth, operational excellence, and the hotel's long-term competitiveness.</i>	Develop and implement annual and quarterly operational plans aligned with the MD's strategic direction, including occupancy targets, Average Daily Rate (ADR) strategies, Food & Beverages (F&B) initiatives, and guest experience improvement.	<ul style="list-style-type: none"> Revenue and productivity indicators (Occupancy, Average daily rate, RevPAR (Revenue Per Available Room), F&B revenue, guest spend) meet or exceed agreed targets, supported by thorough analysis and prompt corrective actions. Operational plans are executed as scheduled, with clear alignment to the Managing Director's strategic priorities. Departmental performance reviews are conducted consistently, resulting in improved accountability, timely issue resolution, and follow-through on agreed actions.
	Analyse weekly and monthly performance data (occupancy, ADR, RevPAR, F&B margins) and recommend practical actions to improve revenue and reduce costs.	
	Lead structured weekly and monthly performance review meetings with HODs, ensuring clear action points, accountability, and follow-up.	
	Identify and introduce innovations that elevate guest experience, enhance operational efficiency, or unlock new revenue streams (e.g., packages, partnerships, events, service upgrades).	
Operations Management:	Oversee and coordinate daily operations across all departments, ensuring teams follow approved (Standard Operating Procedure SOPs, service standards, and productivity expectations.	<ul style="list-style-type: none"> Hotel operations adhere to specified SOPs, service standards, and guest experience benchmarks, as

<p><i>Ensure smooth, efficient, and high-quality operations across all hotel departments.</i></p>	<p>Conduct daily walk-throughs of rooms, public areas, and service points to verify cleanliness, safety, and overall presentation.</p>	<p>confirmed through audits, walk-throughs, and guest feedback results.</p> <ul style="list-style-type: none"> • Maintenance, cleanliness, and safety concerns are resolved within agreed turnaround times, leading to better scores on room condition, facility readiness, and public-area presentation. • Operational controls and efficiency systems (checklists, shift reports, inventories) minimise avoidable costs and losses, and enhance accountability across departments.
	<p>Ensure maintenance issues are reported, tracked, and resolved within acceptable timelines by coordinating with the maintenance team or external providers.</p>	
	<p>Monitor guest feedback and ensure quick, professional handling of all complaints, including root-cause analysis and corrective actions.</p>	
	<p>Strengthen operational systems (checklists, shift reports, inventory controls) to minimise losses, improve efficiency, and enhance accountability across departments.</p>	
<p>Financial Oversight: <i>Enhance financial performance by effectively controlling costs, monitoring revenue, and collaborating with the Finance team.</i></p>	<p>Monitor daily, weekly, and monthly departmental budgets, identify cost variances early, and implement corrective actions.</p>	<ul style="list-style-type: none"> • Departmental budgets and cost-control measures demonstrate measurable improvement, evidenced by reduced leakages, enhanced credit management, and increased profitability. • Financial and operational reports are precise, punctual, and insight-focused, directly aiding forecasting, planning, and decision-making. • Corrective financial actions are implemented promptly based on variance analysis, resulting in more efficient cost structures and stronger margins.
	<p>Collaborate with Finance to strengthen controls, reduce leakages, improve credit management, and optimise departmental margins.</p>	
	<p>Review all key operational and financial reports (occupancy, ADR, RevPAR, payroll, food and beverage costs, inventory movements) and provide insights to guide decision-making.</p>	
	<p>Participate actively in forecasting, annual budgeting, and financial planning processes, ensuring operational inputs are realistic and data-driven.</p>	
<p>Team Leadership & HR Support: <i>Provide leadership, coordination, and talent development that support a high-performance culture.</i></p>	<p>Supervise and guide HODs by setting clear expectations, monitoring departmental performance, and providing regular feedback and direction.</p>	<ul style="list-style-type: none"> • HOD and staff performance improves, demonstrated through more transparent communication, stronger accountability, and positive outcomes from engagement or guest-experience feedback. • HR processes (recruitment, onboarding, training, performance management, disciplinary actions) are carried out effectively, leading to improved staff capability and fewer operational issues. • A high-performance, service-oriented culture is evident across departments, demonstrated in teamwork, behaviour, punctuality, service quality, and compliance with standards.
	<p>Collaborate with HR on recruitment, onboarding, training needs identification, performance management, and disciplinary processes.</p>	
	<p>Promote a culture of accountability, teamwork, and service excellence by modelling expected behaviours and enforcing consistent standards.</p>	
	<p>Coach staff and departmental teams to strengthen service delivery, productivity, and revenue-focused behaviours through regular mentoring and structured feedback</p>	

Compliance, Security & Quality Assurance: <i>Ensure compliance with policies, safety standards, and statutory requirements while maintaining high operational quality.</i>	Ensure full compliance with hotel policies, SOPs, safety standards, and statutory regulations by conducting regular checks and resolving gaps.	<ul style="list-style-type: none"> Consistently achieves compliance with hotel policies, statutory obligations, safety standards, and SOPs, as confirmed by audits, inspections, and fewer non-compliance incidents. Security operations are stable and effective, as shown by prompt incident reporting, sound risk management, and enhanced safety for guests and staff. Quality assurance controls around billing, inventories, guest property, and assets remain accurate and reliable, resulting in fewer discrepancies and stronger risk management.
	Oversee security operations, including incident management, access control, CCTV monitoring, and visitor protocols.	
	Conduct periodic operational audits (Front Office, F&B, Housekeeping, Security), documenting findings and following up on corrective actions.	
	Maintain robust controls over billing, inventory, guest property, and assets by enforcing proper documentation, conducting spot checks, and implementing accountability systems.	
MD Support & Reporting: <i>Provide high-quality support to the Managing Director to enhance strategic decision-making and business performance.</i>	Prepare and present weekly operational performance reports that include occupancy trends, revenue updates, guest feedback, operational issues, and recommended actions.	<ul style="list-style-type: none"> Weekly operational performance reports are precise, punctual, and insight-focused, facilitating transparent MD decision-making. Strategic projects and MD-assigned tasks are completed punctually and meet the required quality standards, with documented progress and follow-up. Recommendations and insights provided to the MD demonstrate strong analysis, contributing directly to operational improvement and strategic growth.
	Execute strategic projects and assignments from the MD, ensuring timely delivery, quality outputs, and precise documentation of progress.	
	Provide data-driven insights and recommendations that support the MD's decision-making and contribute to ongoing business improvement.	

REQUIREMENTS OF THE ROLE

Qualifications	Competency
<ul style="list-style-type: none"> Bachelor's degree from a reputable university. 5–8 years of managing complex, high-traffic operational environments Strong experience in: <ul style="list-style-type: none"> Performance reporting and operational metrics Staff supervision and coaching 	Ownership & Initiative: The ideal candidate consistently takes full responsibility for the hotel's performance and its teams. They do not wait to be instructed; instead, they anticipate operational gaps, identify risks early, and proactively implement practical solutions. They demonstrate ownership of guest satisfaction, profitability, and team performance, and they follow through on commitments until results are achieved.
	Execution & Drive for Results: The candidate must demonstrate strong discipline in translating strategy into daily operational actions. They set clear expectations for teams, closely monitor performance metrics, and act decisively when results begin to slip. They balance strategic thinking with hands-on execution, ensuring that high standards of service, cleanliness, safety, and administrative discipline are consistently met across all departments.

<ul style="list-style-type: none"> • Customer experience and complaint resolution • Quality assurance, SOP implementation, and controls • Managing budgets, costs, and operational efficiencies • Proven ability to stabilise or turn around customer-facing operations • Demonstrated success improving service standards or operational processes <p>Technical Skills & Knowledge</p> <ul style="list-style-type: none"> • Strong business acumen and financial awareness • Strategic thinker with proven ability to grow revenue • Dynamic, organised, results-driven • Excellent communication & leadership qualities • Strong problem-solving and decision-making • High integrity, professionalism, accountability • Ability to work under pressure and manage multiple priorities 	<p>Situational Awareness & Problem-Solving: The person in this role must be able to assess situations quickly, whether guest complaints, operational disruptions, safety incidents, or staff shortages, and make sound, timely decisions. They can analyse performance data, understand underlying issues, and propose improvements that enhance both short-term efficiency and long-term sustainability. They remain calm under pressure and apply logic, judgment, and fairness in their actions.</p>
	<p>Communication & Influencing: The ideal candidate communicates clearly, respectfully, and consistently with all stakeholders, from frontline staff to suppliers and the Managing Director. They can influence outcomes by presenting ideas persuasively and constructively. Their communication style fosters trust, motivates staff, and encourages teamwork. They are also confident chairing meetings, resolving guest issues, and representing the hotel professionally.</p>
	<p>Customer & Guest-Centric Mindset: Regardless of industry background, the candidate must have a natural orientation toward serving customers and ensuring memorable experiences. They must demonstrate the ability to resolve issues professionally, maintain calmness under pressure, and create a culture where every team member values guest satisfaction. They champion service quality as a core part of hotel identity and commercial success.</p>
	<p>Integrity, Professional Ethics & Reliability: The Operations Manager must model high levels of honesty, confidentiality, and ethical behaviour. They must be dependable, punctual, and consistent in applying standards, ensuring fairness when dealing with staff and guests. They protect company assets, maintain strong controls, and ensure transparency in financial and operational processes.</p>
	<p>Business & Financial Acumen: They should demonstrate strong awareness of operational costs, revenue drivers, and profitability levers. They interpret reports accurately, contribute to budgeting and forecasting, and make decisions that balance service quality with financial discipline. Even if coming from a different sector, their ability to understand numbers and manage costs must be strong.</p>

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