

## **Quorn Grange Hotel**

### **General Manager**

#### **Background details.**

Thank you for your interest in the position of General Manager of Quorn Grange Hotel. We will only consider applications from those completing the Job Application form, no CVs will be accepted.

An application form, person specification, and job description are attached. Completed application forms are to be returned by no later than 12 noon on 6<sup>th</sup> July 2020 to [doug@gftu.org.uk](mailto:doug@gftu.org.uk) with Hotel General Manager in the subject bar.

The hotel's website is [www.quorngrangehotel.co.uk](http://www.quorngrangehotel.co.uk) and further information about ourselves as an owner can be found at [www.gftu.org.uk](http://www.gftu.org.uk).

The successful applicant should be able to commence employment as soon as practicable and help make a contribution to a significant post virus relaunch.

Quorn Grange Hotel is owned by the GFTU Educational Trust which was established in 1971 and purchased the hotel in September 2012. You can find further details of the Trust and its Trustees on the Charity Commission website.

In 2014 the Trust completely renovated the hotel internally.

The landscaped gardens have won several regional awards.

Many events have been held on the extensive grounds of 8 acres, and just prior to the CV outbreak 85 weddings were booked for this year.

In 2016 the General Federation of Trade Unions Educational Trust decided to invest over £5 million on the site. 25 new rooms were added to the hotel giving a total now of 63. These were opened in July 2019. The main function room was extended with a capacity now for 220 guests. 10 Housing units for rental were built on site and completed in December 2019. The houses are now fully rented out.

In order to maintain the asset to high standards a full time site manager and maintenance person have been employed.

There is a core full time staff team at the hotel of 25 staff and additional staffing of 40 or so on guaranteed minimum monthly hours working flexibly.

Prior to extending this property we commissioned three business plans. The investment was made on the basis of a predicted annual profit of £250,000. Achievement of this target is an absolute focus of the post. There was an upsurge in business as soon as the building work was completed, but unfortunately the virus then hit and clearly the new General Manager will be responsible for leading a relaunch, refocus and re-establishment of business. Routine maintenance, refurbishments and care of the grounds have all taken place during lockdown.

The business segments at the hotel are passing and internet generated bookings to the general public, corporate and regular business clients for conferences and overnight, local users for special events such as weddings, wakes and parties, there is a platinum lunch club, a gym on site. But the hotel has a significant advantage over others given the nature of its ownership. Trade Unions which operate throughout the year very much identify with the hotel as they recognise that its profit is returned to provide adult education free of charge to unions affiliated to the GFTU. Over 30 unions regularly use the hotel. The Directors believe that there is great potential to be busy throughout the year.

Together with the Board of Directors the new General Manager will be able to determine a focussed business strategy to maximise revenue.

The hotel uses Guestline Rezlynx Property Management System integrated with Sage accounting systems.

There are stable and established staff teams in Housekeeping, Food and Beverage, Reception and kitchen. Head Chef James Lonergan has produced excellent quality and we would want to consider making this a signature restaurant.

The successful applicant will have to hit the ground running in this job. They will need to review all aspects of the hotel from pricing to control systems, to quality and standards. They will need to comprehensively assess all suppliers and services with a keen eye on costs. They will like working hard and professionally and being accountable for their work. They will enjoy the process of monitoring performance and reporting concisely on it to the owner. They will be a good manager of staff, firm and fair. This is a great opportunity to make something grow and flourish and fulfil good social purposes while making very good financial returns for the charitable trust owner. Professional part time accounts support the financial accounting work.

They will manage the whole team of twenty-five staff except the accounts manager. They will coordinate the work of the team and lead it to ensure great customer satisfaction. They will ensure through effective communications that the whole staff team understands their contribution to the overall financial imperatives of the business plan. A member of the GFTU staff is allocated to support HR issues. Another member of the GFTU staff is allocated to support marketing and social media communications.

The Educational Trust delegates the management of the hotel to a wholly owned subsidiary company whose directors are: Doug Nicholls, General Secretary of the GFTU, Oshor Williams President of the GFTU, Lynne Ambler, Educational Trust Trustee, Steve Orchard, Educational Trust Trustee, Audrey Traynor, hospitality specialist, and John Smith, President of the International Federation of Musicians.

The successful candidate will want to make their mark and develop the fantastic potential of the hotel.

Our Trust is a proud equal opportunities employer and each application will be considered on merit and through a process of long listing and short listing and final interview. The person specification and job description are of course the key guiding documents in our assessment.

Shortlisting for interview will take place on July 7th so if you have not heard from me by July 8<sup>th</sup> please consider that your application has unfortunately been unsuccessful. Site visits will not be possible at the moment.

The successful applicant will be dynamic, people and business focussed, experienced and motivated by the prospect of realising the full potential of Quorn Grange Hotel through effective leadership and management and creative thinking. The General Manager will report regularly in writing and through meetings to Doug Nicholls and the Board of Directors. Full accountability, appreciating the professional autonomy of the General Manager will be expected.

If you are shortlisted, you will be expected to attend an interview the date of which will be communicated to you. This is an exciting opportunity with no room for failure.

No relocation allowances can be made for this post and your attendance at interview would be at your own expense. Canvassing will disqualify. Informal discussion about this post to clarify any points and receive more information is possible in the first instance with Doug Nicholls, [doug@gftu.org.uk](mailto:doug@gftu.org.uk). Unsuccessful shortlisted candidates will be entitled to a feed-back phone call should they request it.

**Rate of Pay and other conditions.**

An attractive package will be offered to the successful candidate depending on their age, qualifications, experience and position. It will include:

Written statement of particulars: The full written contract of employment will be issued within the first month of employment.

Salary: By negotiation.

Salary review: There will be an annual salary review. Specific performance targets will from time to time be agreed.

Pay date: Salary will be paid one month in arrears directly into your bank account via BACS.

Pension: Arrangements will be made or you to choose to opt into a pension scheme for which there will be an employers and an employee's contribution.

Sick Pay:

| Length of Continuous Service     | Duration of Entitlement                  |
|----------------------------------|--|
| Over 12 months and under 2 years | 10 weeks                                 |
| Over 2 years and under 5 years   | 20 weeks                                 |
| Over 5 years                     | 26 weeks full pay then 26 weeks half pay |

Place of Work: Quorn Grange Hotel.

Hours of work: 39 hours per week.

Annual Leave: Up to 10 years continuous service 25 days, more than 10 years service 27 days.

Probation: This post will be subject to the satisfactory completion of a first year probationary period which will be reviewed at six and eleven months and a written report of the discussions will be retained.

Performance appraisal: There will be annual appraisal of your work measured against the job description.

Staff handbook and employment policies: A comprehensive employment policies and practice handbook exists.

Reporting and accountability: You will be expected to report comprehensively on your work and developments at the hotel to your line manager.

Out of pocket expenses and mileage: These will be paid at cost and according to the company's arrangements and mileage rates.

Health and Safety: There is an established on site health and safety committee.

Heads of Department meetings: There is an established system of HOD meetings.

Senior Leadership Team: There is an expectation that a relevant SLT will be created.