

**voco Reading Hotel has a fantastic opportunity to join the team
as an Operations Manager.**

voco Reading, adjacent to Reading Select Car Leasing Stadium, our modern hotel has thoughtful touches and distinctive design, guests can take advantage and enjoy our leisure facilities with a swimming pool, sauna, jacuzzi, and gym. The hotel invites you to enjoy the voco Life at the Atrium Bar and the brasserie-style restaurant Le Café.

The Role:

- We are looking for experienced Operations Manager who is hands-on and passionate about Hospitality to lead our operational teams to success. You will be a Hotel Operations Manager who has experience in a similar role and has a good knowledge of hotels and of front office as well food and beverage. You will be hands-on in the role and enjoy leading and inspiring a team. You will develop the team and support them to get the best out of them and help them grow. As Hotel Operations Manager, you will be the face of the hotel and deliver consistent and friendly customer service, while also ensuring that the team does too, you will support and reporting directly to the General Manager, the Operations Manager is responsible for overseeing the day to day running and the strategic planning of the hotel operation. They will ensure the delivery of exceptional and unique service standards across all areas.
- The Operations Manager will assume operational responsibility and drive the performance of our unique property to maximize reputation, revenue and profitability across all areas in line with budget expectations.
- You will continually develop the product and the guest service proposition to ensure it is positioned as the market leader in Reading.
- This Hotel Operations Manager role is 20% office and 80% interacting with the team, leading by example and interacting with the guests.
- Ideally, we are looking for a well-rounded self-motivated forward-thinking individual with a strong Hotel Operational Background within a large lifestyle Operations Manager with Rooms and Food & Beverage background in a Four/ Five * Hotel environment. Our ideal candidate will need to demonstrate high levels of guest focus and display that they have a solid financial and commercial awareness.
- Previous experience of running 4 star full service hotels with a strong mix of rooms and F&B.
- able to drive revenue, maximising on opportunities presented.
- Mentor and motivate team, able to inspire and motivate staff in challenging circumstances.
- You will be a confident communicator with the ability to lead and develop the teams and influence across all areas of the business.

As Operations Manager you will have a hands-on approach and take a proactive role with departmental managers in order to identify and support needs at all levels. You will be an inspirational leader, who is passionate in delivering extraordinary guest experiences and who takes pride in sharing success with your team.

This is an exceptional opportunity to join the Executive team in one of Reading's and offers excellent opportunities for career development and progression.

Benefits:

- Competitive Salary, Plus Bonus Plan.
- Excellent Learning & Development Opportunities
- Opportunities for promotion and transfer across the group
- Discounted international/worldwide room rates for yourself, family and friends
- Long service awards which increase with length of service

- Excellent employee recognition programmes

Most importantly, we'll give you the room to be yourself.

If you feel you are the right candidate for the role as our **Operations Manager**, then please click **contact Kamila Krajewska our HR Manager on Kamila.Krajewska@vocoreading.com**

We'd love to hear from you!

You must meet the legal requirements to work in the UK