

ASSISTANT OPERATIONS MANAGER



POSITION HOLDER:	Vacant
SECTION:	Argyle Motor Lodge (AML)
POSITION REPORTS TO:	Operations Manager
REPORTS TO POSITION:	Nil
CLASSIFICATION:	Managerial Staff (Hotels) The Hospitality Industry (General) Award 2020
STUDENT CARE:	No
PERIOD OF APPOINTMENT:	Permanent - part-time
HOURS PER WEEK:	25 hours per week including weekends and public holidays as required

PURPOSE

To efficiently and effectively assist manage the day-to-day operations of the Argyle Motor Lodge (AML), ensuring high level customer service and cleanliness along with the optimal utilisation of rooms. Undertake reception duties as required as part of a rotating roster and for relief cover.

PRIMARY DUTIES

- Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- To be responsible for promoting a child safe environment within your area of supervision. To champion this important priority and provide leadership through up-to-date child safeguarding training for yourself and your team annually and ensure that the Child Safeguarding and Mandatory Reporting Policies are followed. Ensure an environment where children and staff feel comfortable raising concerns.
- Support the Operations Manager to manage staff in accordance with the ethos and policies of its owners and hospitality best practice, including induction, training, and rostering.
- Support the Operations Manager to manage morale and ensure strong performance of the AML staff, including monitoring standards, providing training and coaching, and problem solving with the team.
- Support the Operations Manager to direct and oversee reservations, room service, and housekeeping activities, ensuring rooms and facilities comply with AML standards for cleanliness and quality customer service and guest satisfaction.

- Support the Operations Manager to manage and train AML reception staff to ensure optimal utilisation of rooms and rates and oversee and monitor booking trends.
- Support the Operations manager to administer Site Minder and/or other software systems to manage bookings, trends and room returns.
- Ensure compliance with all relevant legislation, including workplace health and safety requirements.
- In the absence of the Operations Manager, manage incidents and customer complaints in accordance with relevant policies, guidelines and operating procedures.
- Identify improvements to the operations of AML and engage with the Operations Manager.
- Undertake reception duties as required as part of a rotating roster and for relief cover.
- Take responsibility for the operational management of the Motel in the absence of the Operations Manager.
- Other duties as required.

DELEGATIONS

- NIL

KEY RELATIONSHIPS

- Financial Services Manager
- Human Resources Manager
- Facilities & Maintenance Manager
- Risk & Compliance Manager
- Business & Systems Accountant
- Accounts Receivable & Payroll Officer

SELECTION CRITERIA

1. Understanding and experience of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Three or more years in a comparable position in hotel or motel operations.
3. Proven customer service background and a genuine passion for guest experience.
4. Sound computer literacy, with prior experience in utilising Site Minder or other comparable systems.
5. Sound written and verbal communication skills.
6. Strong business acumen and ability to use judgement to maximise returns.
7. Adaptable and flexible with a "can do" attitude.
8. Experienced team leader with the ability to quickly build the trust of their team and motivate the team to achieve quality outcomes.
9. Team player with strong interpersonal skills and the ability to work effectively with people at all levels within an organisation.
10. Ability to work safely in a motel environment and be fit to undertake the inherent requirements of the position.
11. Hold a current Tasmanian Working with Vulnerable People registration (employment) and provide a suitable National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.