

General Manager - Hospitality Services

Updated June 2019

Position:	General Manager - Hospitality Services
Organisation:	Hub Australia Pty Ltd
Reports into:	Chief Operating Officer
Start date:	01 August 2019
Probationary period:	6 months from original start date
Salary:	To be discussed at interview stage, but also comprising performance based pay based on meeting revenue and employee satisfaction metric targets
Salary banding:	Leadership Band
Location:	National Role - based in the Sydney Hub Australia office <i>Travel interstate will be required at least monthly, and as required to support the hospitality services teams</i>
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering
Leave Entitlements:	As per the Hub Australia Leave policy

Purpose of this role:

The purpose of this role is to ensure smooth and slick operations and strong revenue generation and cost control across Hub Australia's hospitality services - including beautiful cafés, premium serviced meeting and events spaces across all our locations.

With a geographically dispersed team, this role is required to provide strong, consistent and supportive leadership to its direct reports and the hospitality team as a whole, and a steady, considered approach to maintaining service and product excellence across each and every Clubhouse everyday.

Key Responsibilities

Revenue Generation, Business Development & Reporting

- Maintain a constant focus on revenue and cost figures to ensure the hospitality business meets or exceeds budget and targets every month
- Proactively drive business development to the Serviced Meeting Space and events business to ensure Hub maintains its position as a competitive and a market leader
- Own the revenue generation strategy and all related marketing and operational activities for all Serviced Meeting Space, events and café operations, and proactively seek opportunities to grow revenue to the hospitality services business
- Management of hospitality revenue reporting, including daily tracking and aligning revenue drives as required with the Hospitality Managers and Hospitality Coordinator
- Respond to sales trends with proactive operational strategy
- Delivery of detailed monthly reporting to the COO, General Managers, Leadership Team and other senior stakeholders on an ad hoc or regular basis
- Ensure monthly accounting timelines are achieved, including coordinating end-of-month account reviews for hospitality operations, and that Shared Services requests are resolved and communicated in a timely manner to internal and external parties

Team Leadership & Stakeholder Relationships

- Providing strong, supportive and consistent leadership and mentorship to your state Hospitality Managers to ensure they are supported in leading their operations teams
- Lead the Hospitality Coordinator to ensure sales targets are achieved, processes are smooth and clear communication of all SMS and events requirements
- Ensure that your direct reports have accurate and timely KPIs and metrics that maintain a focus on member and guest experience, consistency of service delivery and revenue
- Support learning, training and ongoing professional development of all hospitality team members to ensure employee satisfaction and retention
- Facilitate open and ongoing conversations amongst the team around feedback to improve our personal and collective performance

- Oversee employee relations processes such as performance management, professional development, policy and procedures for all hospitality team members
- Own the initial and ongoing training framework and process for all hospitality team members, and induction process in collaboration with the Human Resources team
- Work collaboratively with the General Managers to ensure an integrated and holistic approach the hospitality and clubhouse teams working together
- Work collaboratively and lead the development and ongoing improvement of training materials for hospitality and customer service in conjunction with the Training & Impact Lead

Operations & Customer Experience

- Ensure all Hub's hospitality operations deliver outstanding, curated and consistent experiences for all members and guests - every day, every customer
- Own and maintain current, engaging and detailed Standard Operating Procedures (SOPs), processes and workflows for all aspects of the hospitality operation including Serviced Meeting Spaces, events and café
- Constantly seeks ways to improve procedures and policies to improve customer experience, hospitality team member experience, company effectiveness and reduce areas of inefficiency and risk
- Lead and manage national hospitality supplier relationships to deliver the best outcomes for our members and the hospitality business
- Ensure all hospitality operations meet all relevant local and national food licencing, OH&S and other related compliance requirements and guidelines on a daily basis, and maintain relationships with local food licencing bodies
- Work with the Shared Serviced and Marketing teams to improve and optimise the member, guest and team experience
- Develop and maintain feedback mechanisms that provide timely feedback from members and guests, and implement appropriate actions to quantify and improve member and guest satisfaction
- Maintain a strong and collaborative relationship with City General Managers to ensure operational and cultural alignment of the hospitality operations inside their Clubhouses, take feedback proactively and work to ensure all hospitality operations meet their expectations and are aligned to the broader benefit of each Clubhouse

Product Development & Improvement

- Maintain a growth mindset to the continual improvement of the hospitality experience and work with the Product, Property and Shared Services teams on projects to improve the hospitality products, experiences and revenue
- Own the Serviced Meeting Space and café 'products', including ensuring that the hospitality operations align to all specified Room and Product Data Sheets
- Work with the Marketing Department to ensure consistent branding and analytics, and branding across hospitality touchpoints and communications

New Clubhouse Openings

- As required by the Property Team, provide feedback in the planning phase to ensure functional flow and operational excellence in the design of the hospitality areas
- In conjunction with the HR Team the state Hospitality Manager, oversee the facilitation of the hiring and on-boarding
- In conjunction with the COO, develop and prepare forecasted budgets for the hospitality operations
- Ensure compliance with local and national food licencing OH&S and other related compliance as part of the Operational Handover process
- Ensure all hospitality-related tasks in the Operational Handover checklist are met in the timeframe required

Selection criteria:

- Extensive experience in events, meeting or conference space business development - including setting, reporting on and consistently achieving revenue targets
- Strong area/regional hospitality management managing multiple sites across more than one geographic location within a similar structured business (hospitality/hotel) under your direct guidance
- Proven experience in developing and maintaining best practice Standard Operating Procedures - with a distinct focus on service and experience excellence
- Excellent and proven people leadership and mentorship skills
- Expert financial acumen with the ability to manage KPI's, P&L statements, COG's and budgets

- Excellent people management and communication skills.
- Have a hands-on attitude to your role, jumping in on the front line and leading the team proactively
- Fresh, fun attitude with a passion for hospitality and creating a memorable experience for our members!

Important metrics:

- Revenue and cost targets for all hospitality operations nationally (Cafe, Serviced Meeting Spaces & Catering)
- Continual alignment to Shared Services processes and requirements
- Whole company EBITDA
- On-time and accurate financial reporting
- Progress toward impact initiatives
- Member satisfaction (Measure to be defined)
- GPTW (Great Places to Work) results of your direct team

What you'll be rewarded with:

- Being a key member of an energetic, dynamic and fun national team who stand for more than their bottom line
- Being part of a B Corp certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with GM - Hospitality in the headline. We look forward to hearing from you.