



MINISTRY OF TOURISM

JOB DESCRIPTION AND SPECIFICATION

Post Title:	General Manager, Milk River Hotel & Spa
Reports to directly	Chairman of the Board
Functional relationship	Permanent Secretary
Manages/Supervises:	All staff member

This document is validated as an accurate and true description of the job as signed below:

Division Head: _____

Date Signed: _____

Supervisor: _____

Date Signed: _____

Incumbent: _____

Date signed: _____

JOB DESCRIPTION AND SPECIFICATION

JOB OBJECTIVE

Reporting to the Chairman of the Board, the General Manager is responsible for managing the operations of the hotel to achieve established corporate objectives; Market the hotel locally and internationally to increase market share and enhance the corporate image of the property and trust.

KEY FUNCTIONS AND DUTIES

1. Financial /Management duties

- a. Establishes operational systems procedures and standards to guide the administrative and operational functions of the location. Periodically reviews departmental standards to facilitate high levels of service.
- b. Prepares the annual budget and operational plan for the hotel to support the achievement of the Trust's strategic objectives; monitors implementation and adjusts where necessary to achieve desired sales, cost and other stated objectives.
- c. Coordinates and presents to the Board of Directors the capital and recurrent budgets for MRH
- d. Receives and evaluates prescribed reports, and institutes appropriate corrective action, in conjunction with the management team
- e. Analyses and appraises the MRH operation and submit monthly reports to the Board of Directors and periodic reports to the appropriate Ministries.
- f. Evaluates MRH performance and implementation projects.
- g. Provides monthly financial and status reports to the Chairman and Board of Milk River Hotel.
- h. Monitors the financial operations of the location to ensure prudent management and cost efficiency.
- i. Prepares and submits activity/performance and other reports as required.
- j. Provides administrative and technical support to the Board and ensures that recommendations by the Committee are implemented on a timely basis.
- k. Keeps abreast of trends and changes in the industry and recommends and/or initiates changes to programmes and/or operational strategies to incorporate industry best practices and improve productivity of the location.
- l. Develops and implements a marketing plan for the location to increase public awareness and visibility of the hotel and increase market share locally and internationally.
- m. Represents the hotel at meetings, conferences and other fora as requested.
- n. Effectively maintains emergency and environmental management plans (including solid waste disposal) and systems.
- o. Monitors the safety and security of the facility
- p. Delegates authority and assigns responsibility to all employees; supervises work activities of all employees.
- q. Monitors cost controls on a regular basis

2. Human Resource Management Duties

- a. Oversees the Human Resource functions of the location-ensuring adherence with established corporate human resource policies and procedures.

- b. Conducts Performance Appraisals and recommends training and other development programmes for staff in the location
- b. Participates in the recruitment of staff for the location and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures.
- c. Provides leadership and guidance to staff through effective planning, delegation, communication, training, mentoring and coaching.
- d. Ensures the welfare and developmental needs of the staff in the organization within the span of control are clearly identified and addressed.
- e. In collaboration with the Ministry's Human Resource Department develops and implements a succession planning programme for the location to facilitate continuity and the availability of required skills and competencies to meet the needs of the property.
- f. Ensures the welfare and developmental needs of staff in the location are clearly identified and addressed.

3. **Hotel Operations**

- a. Directs the operations of the hotel to ensure objectives are achieved.
- b. Develops marketing plan and market the hotel locally.
- c. Develops measures and programmes for the upkeep and maintenance of buildings, furniture, equipment, machinery, tools, and grounds.
- d. Ensures the operation of the hotel in keeping with standardize hotel and government regulations.
- e. Ensures the maintenance of environmental best practices that impact on the operation and assists with cost reduction. Ensures infrastructure and procedures are in place to maintain Globe Certification status.
- f. Collaborates with industry personnel to upgrade food and beverage offerings in keeping with the high level of local cuisine.
- g. Develops and implements projects to enhance the income generation capacity of the institute
- h. Identifies and recommends modification to training programmes in response to industry needs. Assists with the monitoring of trainees externship.
- i. Ensures adherence to standard operating procedures by staff, trainees.

4. **Customer Service and Corporate Citizenship**

- a. Establishes and ensures the implementation and adherence of a comprehensive customer service programme for the location ensuring the provision of quality service to guests, internal and external customers.
- b. Monitors and assesses guests comments/feedback mechanism and responds accordingly to maximise customer satisfaction.
- c. Maintains contact with corporate clients to ensure client base remains in good standing.
- d. Develops and maintains a comprehensive guest entertainment and other programmes to retain existing guests and attract new ones.
- e. Develops and maintains satisfactory relationship with community groups and organizations to enhance the corporate image of the organization.
- f. Establishes and maintains effective working relationships with, employees, union representatives and the general public.
- g. Establishes and maintains network of industry associations, stakeholders and other relevant persons and groups with a view to maintain partnerships and encourage information sharing to enhance the operations of the location.

5. **Other Duties**

- a. Performs any other related duties consistent with the general level, nature, functions and objectives of the position
- b. Plans, organises and executes special events , attends community business functions; work with external agents and directs bill accounts, coordinates sales promotions.

PERFORMANCE INDICATORS/STANDARDS

- MRH objectives are met within budget and on schedule
- Timely implementation of the decisions of the Board of Directors
- Staff is productive and the working environment is conducive to high output levels
- Effective Internal control systems are in place
- Financial reports are thoroughly analysed, and corrective action taken when deviations are uncovered
- The performance of staff members is periodically appraised, and interventions are made to improve their performance and to enhance their growth and development
- A high level of professionalism and integrity in keeping with established standards
- The exercise of due diligence and best practices to optimise the performance of resources
- High level of customer satisfaction with quality of service and technical support

AUTHORITY TO

Finance

- Approve/recommend expenditure within budget limits
- Act on behalf of the Trust in negotiating contracts within budget limits.

General

- Recommend/ approve disciplinary action in accordance with Human Resource policies and procedures.
- Recommend/implement changes in programmes, operational procedures/strategies to improve the overall efficiency and productivity of the location.
- Authorise procurement of supplies for the Department

Accountabilities

- Effective leadership and management of the location in a positive financial position
 - Maintaining positive corporate image of the location and Trust
 - Effective marketing of the property and the provision of quality customer service
 - Development and welfare of staff at the location
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REPORTING RELATIONSHIPS

Reports to:	Chairman of the Board
Nature of Supervision Required:	General guidance on strategic plan and policy directives
Supervises:	All member of staff at Milk River Hotel
Liases with:	
Internal:	Ministry of Tourism and Public Bodies
External:	Office of the Prime Minister Ministry of Finance and Public Service Members of Parliament and Ministers of Government Private Sector organizations Jamaica Hotel and Tourist Association Internal and External Auditors NGO's Other Development Partners

JOB SPECIFICATION/COMPETENCIES

MINIMUM EDUCATIONAL REQUIREMENTS

Education/Certification

- BSc Degree majoring in Hotel/Hospitality Management
 - At least 5 to 10 years' related experience at the executive management level
- OR
- Any other equivalent combination of qualification and experience

Key Competencies

- Sound knowledge of hotel and hospitality industry
- Sound knowledge of financial management and project management. Knowledge of fund management would be a distinct asset
- Proven leadership qualities
- Sound Human Resource Management skills
- Knowledge of marketing
- Understanding of public policy and public sector management
- Superior interpersonal skills, diplomacy and strong personality to successfully preserve the integrity of the organization
- Excellent oral and written communication skills

- Sound analytical and problem-solving skills
- Good negotiating skills
- Time management
- Proficiency in Microsoft suite

Special Conditions Associated with the Job:

- On 24-hour call
- Accommodation available on property
- May be required to travel locally