



FELDON VALLEY

Job Description

Job Title: Night Duty Manager

Reporting to: Hotel Operations Manager

Job Purpose: Providing a first-class experience to guests staying at Feldon Valley by being polite and attentive at all times. Leading by example with your high standards, whilst working in line with Feldon Valley's values of professionalism, integrity and team work.

A real night owl, able to perform duties to the best of your ability throughout the night, responding to requests and issues as they arise. Being confident enough to take action to address issues, professionally, when needed.

Providing the great memories – your actions will have a direct effect on guests experience at Feldon Valley.

Who are We?

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Feldon Valley, a North Cotswolds destination with outstanding views of the glorious Cotswolds; and his passion to constantly improve both the Golf Course and Clubhouse has been undeterred. Thariq's vision has been made possible with the expertise of 360 Golf, a golf management company specialising in the redevelopment of Golf destinations.

In 2017, a multimillion pound redevelopment of the site commenced allowing Feldon Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and now, for Spring 2018, Feldon Valley boasts a new Contemporary Cotswolds Clubhouse, restaurant & bar, alongside 5 lodges, under the new management of the General Manager who brings a wealth of experience and expertise in this field. With the investment and loyal, hard-working team hand-picked to join us on this new journey, Feldon Valley will become not just a Cotswolds destination but an unrivalled Cotswolds experience.

The Role & Responsibilities

- Assisting with guests enquiries and needs in a timely manner
- Dealing with unforeseen circumstances eg. Broken tap, lighting fault and attending to issues quickly and without fuss.
- Liaising with estates teams or external contractors where required.
- Being presentable, polite and respectful to guests. There is no second chance to make a good impression.
- To be comfortable with night working including weekend work.
- Commit to answering the phone in a friendly and positive manner – ensuring messages get to the correct department.
- To be energetic and confident in your ability to deal with a demanding environment.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- Assisting with site security and keeping lodge accommodation secure overnight
- Comfortable with lone working
- Identifying and reducing hazards where necessary
- Ensure that all parts of the hotel are presented to the highest level at all times – to be hands on to get the job done. Clean areas that require attention and ensuring no litter is visible.
- Assist with preparation for the breakfast service – setting tables and ensuring the restaurant is ready for guests.
- Ensure that the morning team have oversight of any activity over night – a proper handover is critical for the flow of information and delivering great customer service.
- Always consider the environment and community with every decision made.

Key skills & Requirements:

- A good standard of spoken and written English
- An excellent record of high standards.
- A willingness to learn and develop.
- To work on own initiative, but also being a team player – this is essential for Feldon Valley.
- Awareness and understanding of health and safety legislation and requirements.
- Ability to problem solve, quickly.
- Personal pride & honesty
- Reporting concerns that have arisen overnight to the relevant department
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A right to work in the UK.
- Willing to undertake DBS checks if required.

Reward:

We understand that passion and commitment works both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- Use of the Golf Course (restrictions apply)
- A day off if your Birthday falls on a working day
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme

Signed by Employee: _____

Print Name:

Date:

Signed on behalf of Feldon Valley: _____

Print Name:

Date: