

Job description Hospitality Manager

Purpose of the job

The Hospitality Manager (HM) is responsible for the integration and incorporation of the international *** Guest-house as a part of Nes Ammim and its ideology.

The HM is responsible for the development, business and judicial aspects of the guest-house and its staff, Israeli employees and volunteers.

The HM has commercial accountability for budgeting and financial management, planning, organising and directing all Guesthouse services.

Business and people management are equally important elements.

The Nes Ammim Guest House has facilities for a maximum of 180 persons and is open for people from all nations and all religions.

Position in the organization

The HM reports to the General Manager Nes Ammim.

The HM is part of the Management Team (MT). The MT is comprised of:

- General Manager Nes Ammim (chair)
- Hospitality Manager
- Manager CLD (Centre of Learning and Dialogue)

The MT will meet once a week or maximum once every two weeks; the HM will present topics on behalf of the areas for which he/she is responsible.

The staff members of the Guest-house (Business Assistant to Hospitality Manager, Assistant to Hospitality Manager, Reservations Officer and the Heads of Dining Hall, Housekeeping, Kitchen and the Kitchen-team report to the Hospitality Manager. The Hospitality Manager will meet once every 1-2 weeks with the staff members (individually). Every 1-2 months there is a meeting with all the staff members who are under the responsibility of the HM.

Tasks and responsibilities

- Incorporating and promoting the Guest-house as a part of Nes Ammim ideology of dialogue and coexistence;
- Representing and promoting the Guest-house in Israel and internationally;
- Representing the Guest-house in the Management Team;
- Ensuring compliance with labour law, licensing laws, health and safety and other statutory regulations;
- Planning and achieving sales and profit targets;
- Analysing sales figures and devise marketing and revenue management strategies;
- Managing budgets and financial plans as well as controlling expenditure;
- Recruiting, training, motivating and monitoring employees;
- Supervising maintenance, supplies, renovations and furnishings;
- Dealing with contractors and suppliers;
- Preparing and maintaining all relevant documentation.

Authorities

Chair person of the meeting with staff members.

Contacts

Internal:

- Management Team;
- Center of Learning and Dialogue;
- Staff, volunteers, employees;
- Guests.

External:

- Lawyers;
- Travel agencies;
- Marketeers;
- Contractors and suppliers;
- (Hotel) Associations in Israel and abroad;
- Moatza (municipality).

Knowledge and experience

- Hospitality business;
- Management of an hospitality organization;
- HR management;
- Team leading;
- High level of Hebrew and English written, spoken and reading; Arabic (advantage);
- Computer (hospitality software knowledge);
- (Financial) Administration.

Competences and qualifications

- Relevant hospitality and business education;
- Inter cultural competence;
- Commercial awareness;
- Organizing, planning and prioritizing work;
- Flexibility and willingness to improvise;
- Establishing and maintaining relationships.

Personal skills

- Analytical thinking;
- Team-building;
- Good communication skills;

Other requirements

- Support the ideology of Nes Ammim;
- Own car.

Period of stay

The Hospitality Manager will stay for a minimum of three years.