



JOB PURPOSE

Business Manager – Hotel and Specialist

January 2019

Company Background

Catton Hospitality, established in 2010, is a group of leisure-based businesses including software, consultancy & training. We also operate three pub restaurants. Our purpose is to improve productivity within the hospitality sector, using software and consultancy. Our flagship software, S4Labour, was created in 2012 in response to requests from hospitality clients for an efficient labour scheduling tool and is used to optimise labour scheduling and management.

Our aims are to:

- Provide our clients with ever superior customer service
- Understand better our clients' labour costs
- Improve their profitability and labour productivity
- Supporting our customer in improving their service

S4 was 'built by operators, for operators' and is one of our unique selling points

Given labour can account for +30% of operational costs in hospitality, there is a clear need for a tool that matches labour supply with demand and is easy for operators to use and interpret.

We are providing an easy to use, intuitive system which helps people run their business better. We are a people business.

S4Labour is now deployed in over 1,000 UK sites and receiving fantastic customer feedback

We also have an experienced team of consultants who have worked in the industry for most of their professional careers (our CEO is also a qualified beer sommelier and our CTO a trained chef!) so understand our clients' needs.

Catton Hospitality is a small, friendly, exciting and highly ambitious and innovative business. We are expanding rapidly, with an annual growth rate of circa of 50% a year with more new products being developed.

We have highly-driven, enthusiastic and dedicated colleagues, who contribute to a culture focused on customer care, commercialism and credibility.

Our motto is 'positive, professional and have fun whilst working your socks off.'

You will have real accountability and ownership from day one, coupled with a comprehensive induction and training. This is the role today, but we want to know where you can take it in the future. Besides the role we would love to know what else you could bring to our organisation.

If you get excited at the prospect of helping to build a small company while developing yourself and challenging us, then we'd love to hear from you.

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Job purpose

- Attract new customers to the Catton Hospitality suite of products.
- Manage a portfolio of customers within the hotel and specialist sector.
- Effectively implement and train customers on the Catton Hospitality suite of products.
- Take the lead role to establish and maintain outstanding customer service to all clients and instil a market leading customer services ethos in all Catton Hospitality employees.
- Develop and maintain a strong network within the sector.
- It goes without saying that we're a small team and everyone mucks in to do what's needed.

Role description

- Represent Catton Hospitality externally with existing and potential clients, in a professional manner in the proposal and delivery stages of customer engagement.
- Demonstrate consistently excellent presentation skills by creating professional presentations which address target audience needs, and clearly and concisely translate Catton Hospitality service features to maximise sales potential.
- Ensure an appropriate project methodology is utilised on site across all projects and conduct appropriate reviews where necessary to ensure effective project governance is observed at all times.
- Utilise a project tool to maintain the throughput of resource utilisation, track projects with regards to targets and milestones, and margins.
- Maintain up-to-date knowledge of Catton Hospitality services developments and if required communicate and network on a regular basis with all employees to ensure maximum understanding and appreciation of these developments and the impact on future business direction.
- Remain committed to self-improvement by conducting self-appraisals after all relevant external meetings and assess strengths and weaknesses and address these accordingly. Demonstrate a commitment to improvement by maintaining and developing current skill set.
- Work closely with the marketing dept to build a portfolio of marketing material designed specifically for the hotel and specialist sector.

- Develop and nurture an effective network of hospitality professionals, including potential customers and integration partners.
- Deliver exceptional and compelling demonstrations of the system.
- Provide insight from the industry to aid development of Catton Hospitality products.
- Keep abreast of competitors and relevant industry knowledge.
- Provide effective insight to senior management, enabling customers to interpret their data and ensure they gain the optimum benefit from Catton Hospitality products.
- Provide a consultative sales and account management process that matches customers need with Catton Hospitality products.
- The preferred candidate will have the ability to create a business unit within the hotel and specialist sector for Catton Hospitality.

Beneficial qualifications, experience, skills, key competencies and personal qualities

- Degree Level education
- Demonstrable experience in the hotel sector
- Demonstrable knowledge of sales and account management within the hospitality environment
- Competent IT skills (MS Office, SalesForce)
- Great interpersonal skills and the ability to think on your feet
- Good problem solving abilities
- An excellent command of English, both written and verbal
- A strong eye for detail and the desire to see a project through to its conclusion
- Friendly, helpful, with a desire to deliver excellent customer service
- Full clean driving licence

Department: Specialist

Location: Field Based with UK travel

Reporting to: Sales & Marketing Director

Direct reports: Shared support

Remuneration

- Competitive basic salary, commensurate with experience
- Car allowance
- Competitive bonus scheme
- Opportunity to join Catton share scheme after one-year service*
- 25 days holiday plus bank holidays
- Healthcare for self*
- Life Assurance (1x salary)*
- 1 months' notice period

*qualifying period and other criteria apply