

UBD CORPORATION SDN BHD is currently seeking a dynamic, experienced leader to join our team. A solid sales and revenue management background along with construction/renovation project experience is essential. UBD Corp has over 1,200 rooms built in 15 hectares of land, located within Universiti Brunei Darussalam.

VACANCY

GENERAL MANAGER

The General Manager will manage the overall operation of the residential colleges including profitability, guest service, staffing requirements, employee morale, product quality, cleanliness and maintenance of the property. The General Manager will have responsibility for the annual budget, annual marketing plan, capital expenditure plan, annual wage plan, safety and risk management and serve as the property's primary representative in community outreach.

Business Context

The General Manager leads the development of strategy initiatives and is responsible for leadership and management of all on-site operations in UBD Corp. The General Manager holds also has direct responsibility for leading and managing the UBD Corp relationship with its Board of Directors. The role provides the key support to operations managers and associates, including direction and training. The General Manager may also be called upon to assist with management contract acquisitions and renovations as necessary.

Job Summary

As the primary strategic business leader of the property, responsibility includes:

- 1) All aspects of the operation, including guest and employee satisfaction, human resources, financial performance, ancillary sales and revenue generation.
- 2) To develop and ensure implementation of the UBD Corp strategies with the aim to meet or exceed guest expectations and increased profitability.
- 3) To hold the property leadership team accountable for strategy execution, and guide their individual professional development.
- 4) To ensures the objectives and goals of the Company, the Board and Universiti Brunei Darussalam work together to achieve brand positioning and success.
- 5) To build customer loyalty through proactive communication, setting and managing expectations and delivering solid business results.
- 6) To represent UBD Corp brand values in all leadership actions.

Job Description

Job Specific Tasks

Leading Property Strategy, Operations, and Management of Department Budgets

- Develop a property strategy that is aligned with the brand's business strategies.
- Stay highly visible and interacts with guests on a regular basis to obtain feedback on the quality of product, service levels and overall satisfaction.
- Analyze business results and work with the executive committee to develop effective strategies that address needs of the Company.
- Make key decisions and oversee its execution, remove obstacles to success and ensure that adequate resources are available in order to achieve business results.
- Review financial reports and statements to determine how the business unit is performing against budget.
- Work with executive committee to determine areas of concern and develop strategies that improve the property's financial performance.
- Ensure capital expenditure funds are being used to address the priorities outlined in the business strategy.
- Ensure service programs are in place and executed against.
- Provide timely, real-time feedback to management and hourly associates on service and operational standards, including feedback on even the smallest of service and operational details.
- Create and support clear lines of responsibility for management team, including coverage and oversight throughout the day
- Walk the property to ensure public spaces, grounds, work, public, and kitchen areas meet sanitation and cleanliness/maintenance standards.

Managing Owner Relationships

- Oversee UBD Corp management in accordance with legal requirements of the country.
- Develop a mutually beneficial relationship with the board of directors.
- Organize, document and oversee UBD Corp meetings in accordance with Code of Corporate Governance requirements of the Country.
- Work with UBD Corp to establish budget and reserve funding for capital expenditures.
- Influence UBD Corp to maintain and accept Brand Standard changes.
- Remain current of government regulations and legislation in order to manage the associate relations program to ensure/enforce consistent and fair application and compliance of Brunei Darussalam regulations.

Supporting Brand, Ancillary Sales, and Sales and Marketing Salary

- Champion change, ensure brand and business initiatives are implemented and follow-up action items to team as necessary.
- Partner with Sales and Marketing team to support initiatives.
- Support the ancillary sales strategy and encourage leadership team to develop effective revenue management strategies and set aggressive goals that will help drive the Company's financial performance.
- Stay perceptive of market conditions and communicate changes and potential revenue opportunities to the leadership team.
- Develop innovative means for capturing new streams of revenue through property amenities.

Managing Profitability

- Strive to maintain profit margins without compromising the guest or associate satisfaction.
- Identify opportunities that increase profits and create value by challenging existing processes, encouraging innovation and driving necessary change.
- Measure, analyze, and communicate property performance using a variety of financial and non-financial data including controllable costs, sales revenue, guest satisfaction, and associate engagement data
- Update and communicate profit forecasts to associates and managers.
- Review property performance on a periodic basis.

Maintaining Revenue Management goals

- To maintain and maximize inventory during normal operations and during peak periods of construction and renovations.
- Generate property revenue by ancillary channels and other creative means, aside from room usage.

Managing and Conducting Human Resource activities

- Hire executive committee team members who demonstrate strong functional expertise, creativity and entrepreneurial leadership to meet the business needs of the operation.
- Set goals and expectations for direct reports using the performance review process and hold the employee accountable for successful performance.
- Establish a presence with associates on property and actively solicit associate feedback.
- Utilize an "open door" policy and review associate satisfaction results to identify and address associate problems or concerns.
- Ensure associates are treated fairly and equitably.
- Lead associates through property changes and help them transition into new property roles.
- Conduct day to day Human Resource transactions to support needs of the property (e.g., compensation actions, initiation and approval of hiring requisitions, movement of subordinates through phases of the performance management cycle).
- Facilitate cross training to support associate professional growth and operational excellence.
- Ensure ongoing development of managers (e.g., one on one coaching, providing stretch assignments, etc.).
- Monitor local hiring and compensation trends for like positions; ensure that the organization understands any change in fundamentals.
- Conduct performance review process for associates (including career plan form, development plans, associate information form, mid-year check-ins, 90-day check-ins for new associates, etc.).
- Support recruitment efforts from various sourcing channels (e.g., local job fairs, Internet, referrals) to target associates with skill sets (e.g., food and beverage, rooms operations) compatible for operational needs.

Additional Responsibilities

- Manage e-mail.
- Manage daily paper mail.
- Participate in conference calls (e.g., Q&A, property performance, etc.).

Management Competencies

LEADERSHIP

- Professional Demeanor – Conveys an image that is consistent with the Company’s values; demonstrates the qualities, traits, and demeanor (excluding intelligence, competence, or special talents) that command leadership respect; leads with high integrity.
- Problem-Solving and Decision Making - Identifies and understands issues, problems, and opportunities; obtains and compares information from different sources to draw conclusions, develops and evaluates alternatives and solutions, solve problems, and choose a course of action.
- Communication - Conveys information and ideas to others in a convincing and engaging manner through a variety of methods. Strong public presentation skills.
- Creativity and Innovation: Forward thinking with the ability to come up with unusual or clever ideas about products, services or work situations; challenges the status quo, develops and tries different and novel ways to deal with work problems and opportunities.
- Adaptability - Maintains performance level under pressure or when experiencing changes or challenges in the workplace.
- Creativity and Innovation: Forward thinking with the ability to come up with unusual or clever ideas about products, services or work situations; challenges the status quo, developing and trying different and novel ways to deal with work problems and opportunities.
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MANAGING EXECUTION

- Planning and Organizing - Gathering information and resources necessary to develop a plan of action for self and/or others; prioritizing and arranging work requirements to accomplish goals and ensure work is completed.
- Driving for Results - Setting high standards of performance for self and/or others; assuming responsibility for work objectives; initiating, focusing, and monitoring the efforts of self and/or others toward the accomplishment goals; proactively taking action and going beyond what is required
- Building and Contributing to Teams - Leading and participating as a member of a team to move toward the completion of common goals while fostering cohesion and collaboration among team members.

BUILDING RELATIONSHIPS

- Coworker Relationships - Interacting with other employee in such a way that trust, openness, and confidence is built in the pursuit of organizational goals and lasting relationships.
- Customer Relationships - Developing and sustaining relationships based on customer needs and actions being understood.
- Locally Engaged - Personally connected with the local community, venues, special events, history, and culture; able to build networks with government officials, corporate executives, and organizations and leverage those connections to further business interests; effectively represents the property and UBD Corp brand to media and in public forums.
- Fostering Inclusion - Supporting employees with diverse styles, abilities, motivations, and/or cultural perspectives; leveraging personal differences to achieve objectives; and promoting a work environment where all employees are given the opportunity to contribute to their full potential.

GENERATING TALENT & CAPABILITY OF THE ORGANIZATION

- Management of Talent- Providing feedback and guidance to help employees develop and strengthen their skills and abilities necessary to accomplish their work objectives.
- Capability of the Organization - Evaluating and adapting the structure of organizational units, jobs, and work processes to best fit the needs and/or support the goals of an organizational unit.

LEARNING & APPLYING PERSONAL EXPERTISE

- Applied Learning - Seeking and making the most of learning opportunities to improve performance of self and/or others.
- Technical Acumen - Understanding and utilizing professional skills and knowledge in a specific functional area to conduct and manage everyday business operations and generate innovative solutions to approach function-specific work challenges
- Brand Engagement: Knowledge of UBD Corp brand strategies, business plans, brand positioning, owner/customer psychographics; shares value system and can personally relate with target guest profile.
- General Property Operations - Knowledge of the operating principles and practices of all brand/property-specific functions to support successful operations of the overall property (e.g., Engineering/Maintenance, Event Management, Finance and Accounting, Human Resources, Legal/Contracting, Food and Beverage, Guest Services/Front Desk, Sales & Marketing, Security/Loss Prevention, Retail/Gift Shops, and Recreation/Health Club).
- Business Acumen - Understanding and utilizing business information to manage everyday operations and generate innovative solutions to approach business and administrative challenges
- Applied Business Knowledge - Evaluates market conditions, organizational objectives, and important aspects of the business to accurately diagnose and anticipate market opportunities and threats; identify issues, and develop strategies and plans. Aligning individual and team actions with strategies and plans to drive business results.
- Management of Capital Resources - Determines the appropriate allocation of money used to accomplish work goals, and submits expenses according to guidelines; appropriately utilizes and maintains equipment, facilities, and materials needed to perform work activities.
- Administration and Management - Understands and applies the business and management information involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
- Sales and Marketing: Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Revenue Management: Knowledge of total property revenue management concepts, processes and strategies (including sales cycles and trends, account management, pricing, and inventory management).

Education and Experience

- Candidate should ideally be holding a degree in hospitality management or a related field from an accredited college or university.
- Well-rounded and progressive managerial experience with a strong background in Food and Beverage, Rooms Division, Sales and Marketing and Revenue management.
- Experienced in opening and pre-opening positions, as there are several development projects underway.
- Previous experience as General Manager / Hotel Manager within similar market segment for minimum of 6 years.