

## Fleet Manager, Hotel Operations and Retail (P&O Cruises)

**Role Description:**

As the Fleet Manager, Hotel Operations and Retail your responsibilities include overseeing, training, and guiding onboard managers and their teams. Your primary focus is ensuring consistent delivery of product and service standards across the fleet. You actively participate in driving efficiencies and improvements, with the end-to-end guest experience in mind. Reporting to the Director of Hotel Operations and Retail, you collaborate with the onboard leadership team to support ongoing development within the department. The Fleet Manager will be instrumental in identifying operational challenges and driving continuous improvement as we deliver to our objectives. Additionally, you play a key role in talent development, ensuring a seamless progression for new joiners and contributing to product development based on guest insights.

<b>RUI:</b>		<b>Grade:</b>		<b>Criminal record check required:</b>	N/A
<b>Directorate:</b>	Guest Experience	<b>Reports to:</b>		Director, Hotel Operations and Retail	
<b>Function:</b>	P&O Cruises	<b>Team:</b>		Guest Experience	

**Accountabilities**

- Implement policy, processes, and operating standards to Brand Specification.
- Ensure the P&O Cruises standards are delivered effectively and consistently across the Hotel Operations and Retail department.
- Identify areas for improvement and feedback to relevant parties onboard and ashore for continual improvement.
- Review continually administrative operations.
- Specify training and development requirements to the Learning & Development team to ensure effective succession plan training.
- Work with both ship and shore to drive our guest objectives to deliver NPS and other guest KPI’s, actively reviewing feedback and other insight.
- Participate in safety training & risk assessments.

**Responsibilities**

- Achieving revenue targets by monitoring the performance of all onboard revenue outlets ensure areas deliver in accordance with company policies and standards.
- Conduct regular ship visits to enable the team to implement the departmental standards across all areas, policy, procedures, processes, and operating standards to ensure consistent delivery across the fleet.
- Support the team in achieving their objectives through coaching and active participation. Ensuring each team member understands the importance of his or her contribution to the overall success of the company.
- Support the management and development of the on-board Hotel Operations and Retail teams including reviewing of objectives & performance ratings.
- To provide guidance on rotation plans for the Hotel Operations and Retail team members, to ensure balanced team strength and performance across the P&O Cruises fleet.
- To provide feedback on the effectiveness of recruitment and rotation plans.
- Review engagement, satisfaction, and retention and sickness metrics, identify cause and actions to improve performance.
- Manage and maintain Hotel operations and Retail and HESS policies and procedures on Global HESS

### People and Stakeholder Management

- Support succession planning.
- Actively manage talent development through business partner input and continuously assess further innovative ways to develop our teams.
- Ensure shipboard operations and teams are represented when Post Implementation Reviews are conducted.
- Support team in achieving their objectives through coaching, mentoring and active participation.
- Assist with recruitment of positions in the Hotel Operations and Retail operations.
- Provide guidance and direction on rotation plans for Hotel Operations and Retail, to ensure balanced team strength.
- Review crew engagement, satisfaction, and retention to identify cause and actions to improve performance.
- Build a strong service culture and encourage collaborative working relationships with brand and support service teams.
- Budget and Financial Responsibilities
- Contribute to and validate onboard budgets for Hotel Operations and Retail across the fleet.

### Other Features of Job (travel, hours of work, working conditions etc.)

- Ship based role with travel required between ships in the fleet.
- Assignment length of 3 months with a 1-month vacation period unless otherwise specified.
- 7 Days per week for the length of the assignment.
- 10 Hours per day managed at own discretion.

### Proven Behaviours:

**Speaks up** - Speaks the truth, shares ideas and raises concerns.

**Respects & Protects** - Respects different perspectives and follows procedures to protect others, the environment and safeguard CUK's reputation.

**Improves** - Works together with others and keeps up to date with rules and protocols.

**Communicates** - Is open, trustworthy and speaks honestly and with clarity.

**Listens & Learns** - Learns from experience & others, looks to continuously develop.

**Empowers** - Shows energy and enthusiasm, supports others and shares ownership of tasks.

### Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by 'respecting and protecting' the health and safety of yourself and others.
- Ensure your team and colleagues speak up report all accidents, 'near miss' incidents and work-related ill health conditions.
- Help your team follow HESS rules and procedures by promoting the HESS Golden Rules
- Attend HESS training & conduct risk assessments where required.
- Demonstrate HESS leadership in accordance with our Heroes of Safe & Well programme.

### General Responsibilities

- Manage through the effective communication of brand objectives and BBSC measurements and targets.
- Liaise with User Support and IT to support applications functionality and for the implementation of new IT systems.
- Review end of cruise reports to identify and propose any required changes.
- Drive and collate new innovative ideas from the ships and to feedback to the Guest Experience team, and other relevant areas.
- Adhere to corporate policies and procedures, including code of conduct, audit procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee control.
- Work with safety department to review safe working practises in all Hotel Operations areas onboard and consider safety as a priority.
- Participate in Public Health and Fleet to ensure policy and procedures are adhered to.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertakes ad hoc duties as required.

### Scope:

The Fleet Manager, Hotel Operations and Retail plays a critical role within the Guest Experience team and works closely with the Brand, On Board Revenue and Product Development team. Key aspects of the position include:

### Independence and Collaboration:

- As a self-starter, you'll work independently while also contributing to the team's overall effectiveness.
- Strong collaboration with other team members ensures seamless operations and consistent service delivery.
- Collaborate with multiple stakeholders to solve problems, find solutions, and efficiently put things into practice.

### Decision-Making Authority:

- You have authority to guide on daily decisions related to Hotel Operations and Retail operations.
- Examples include adjusting staffing levels and addressing concerns promptly.

### Challenges Faced:

- Balancing operational efficiency with exceptional guest experiences.
- Managing competing priorities across multiple projects.
- Navigating dynamic onboard environments and adapting to changing circumstances.
- Takes ownership and works on own initiative to problem solve any issues that may arise in the operation.
- Ability to manage changing and conflicting priorities across multiple stakeholders.
- Positively challenge processes and seek new solutions to improve and deliver more efficient ways of working.

### Impact:

- As part of the Guest Experience team the role has far reaching impact on delivering extraordinary experiences to meet the needs of our guests, acting as the bridge between ship and shore.
- Act as a champion for continuous process improvement
- Act as an ambassador for P&O Cruises ensuring that a positive brand image is strengthened and maintained in all interactions with internal and external clients.

### Knowledge, Experience and Qualifications required:

<p><b>Qualifications – essential:</b></p> <ul style="list-style-type: none"> <li>• At least 5 years’ experience in cruise ship and/or shore side related multi-unit management (Regional Manager, District Manager) in a high-volume restaurant/hotel environment.</li> </ul> <p><b>Knowledge/ Experience – essential:</b></p> <ul style="list-style-type: none"> <li>• In depth knowledge of ship operations (Hotel Operations and Retail)</li> <li>• Experience of managing team performance in the hotel/leisure/cruise industry</li> <li>• Understanding of good professional standards and practice in hotel/leisure/cruise industry</li> <li>• Experience of identifying and implementing best practice in the Hotel Operations and Retail department</li> <li>• Experience of contributing to cross functional change programmes, including organisation, role and reward structure changes</li> <li>• Experience of planning, developing and delivering projects applying a Plan, Do, Review approach to operational delivery and continuous improvement</li> </ul>	<p><b>Qualifications – desirable:</b></p> <ul style="list-style-type: none"> <li>• Bachelor’s Degree, Hospitality or Business Management recommended.</li> </ul> <p><b>Knowledge/ Experience – desirable:</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of Hotel Operations and Retail operations</li> <li>• Excellent computer and associated technology skills</li> <li>• Strategic planner, with an innovative, hands-on, practical management approach</li> <li>• Thorough knowledge of immigration and clearance requirements</li> </ul>
---	---

<p><b>PHYSICAL DEMANDS &amp; TRAVEL:</b> (List physical requirements and frequency required to perform essential functions of the job. Include average percentage of travel time required, if applicable.)</p> <p><b>Physical Demands:</b></p> <ul style="list-style-type: none"> <li>• Must be 18 years of age or older.</li> <li>• Must be able to perform normal and assigned emergency duties.</li> <li>• Must be able to work varied shifts.</li> <li>• Must be able to climb vertical ladders, and stairways; step over high sills; and manipulate door closing systems.</li> <li>• Must be able to work with arms raised; stand and walk for an extended period; and enter confined spaces.</li> <li>• Must be able to don a lifejacket or immersion suit; crawl; feel for differences in temperatures; handle fire-fighting equipment; and wear breathing apparatus (where required as part of duties).</li> <li>• Able to work 7 days per week for the length of the assignment.</li> <li>• Must be able to work contract length of 4 months with a 2 months’ vacation period unless otherwise specified.</li> <li>• Must maintain physical fitness to perform tasks associated with job.</li> <li>• Must be able to maintain qualification of the Seafarer Medical Examination and all statute and safety training as required for their function.</li> <li>• This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.</li> </ul> <p><b>Travel Requirements:</b></p> <ul style="list-style-type: none"> <li>• Must be able to obtain all necessary documentation/certification and/or requirements to travel and work onboard.</li> </ul>
---

<b>Issue Date:</b>		<b>Issued by:</b>	Tom Driscoll	
	<b>Grade:</b>	<b>RUI:</b>	<b>Date Approved:</b>	<b>Initials:</b>