



CORINTHIA

LONDON



GENERAL MANAGER | MANAGING DIRECTOR
CORINTHIA LONDON



Welcome to the *world* of Corinthia

I am proud to lead Corinthia Hotels, an established and enterprising Hotel & Resort operator, in this exciting next era of growth as we rapidly become a globally recognised luxury brand.

Founded in Malta in 1962, we stand on great foundations and the Spirit of Corinthia, our North Star being to uplift the lives of creative class travellers with properly inventive hospitality.

Across an expanding global portfolio, our properties range from historic and iconic buildings to state of the art new builds and all combine the graciousness of a grand hotel with the invigorating energy of a lifestyle boutique.

We work tirelessly together to set ourselves apart from the industry standard, weaving magic into each moment through intuitive and personalised service. All delivered in an authentic and heartfelt way, thanks to the teams in each hotel for whom passion and precision are one.

The following information will help you gain a deeper insight into who we are, what we do and how we do it.

SIMON P. CASSON

CHIEF EXECUTIVE OFFICER
CORINTHIA HOTELS LIMITED



Founded over six decades ago in Malta by the Pisani family, Corinthia Hotels has grown into a globally recognised luxury hotel brand.

Catering to the discerning taste of the *creative class*, we meet our guests' need for refined stimulation with a distinctive brand of hospitality that we describe as *properly inventive*.

By blending the comfort, care and customisation of a proper grande dame with the creatively crafted experiences and characterful personality of an inventive boutique hotel, we work tirelessly to set ourselves apart from the industry standard.

At Corinthia Hotels, our teams exude generosity with a natural passion for uplifting lives.





Current Portfolio

- LONDON
- NEW YORK
- BRUSSELS
- BUCHAREST
- ST PETERSBURG
- BUDAPEST
- LISBON
- ST GEORGE'S BAY, MALTA
- PALACE, MALTA
- TRIPOLI



New Openings

- ROME
- BUCHAREST
- DOHA
- DUBAI
- MALTA
- RIYADH
- MALDIVES





London's Magical Grand Hotel



Enter a world where
wonder and grandeur
intertwine

Nestled in the heart of Westminster, Corinthia London stands as a testament to timeless elegance and contemporary luxury. Our distinctive building, first opened as a hotel in 1885, has witnessed the stories and secrets of many illustrious residents – from politicians to spies, both real and imagined. Today, it thrives as a vibrant destination in its own right, redefining Whitehall as a prime location in the city.

FAST FACTS

279

bedrooms, including 62 suites
and seven penthouses

24

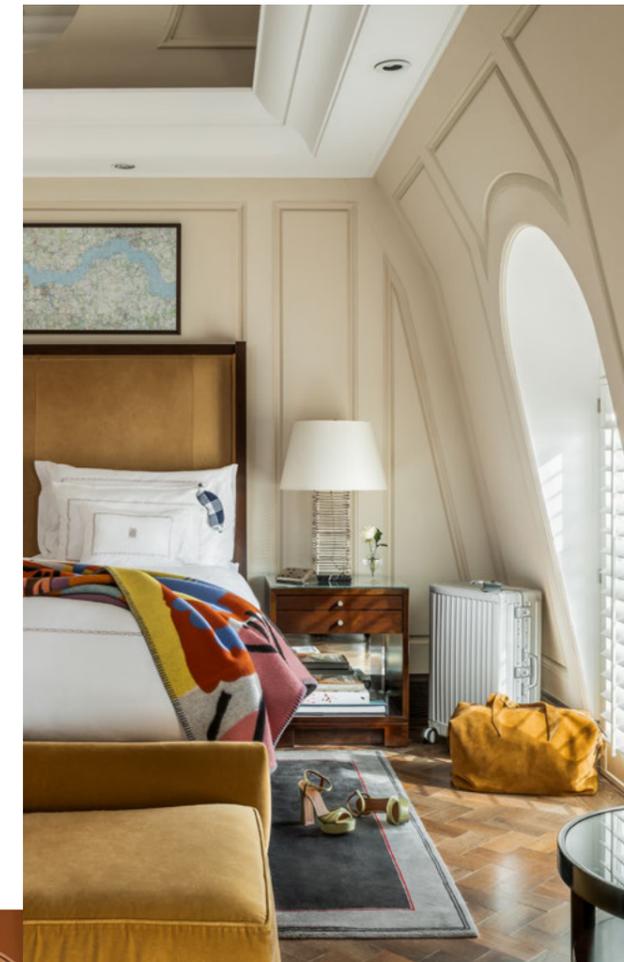
hour concierge service
and in-room dining

17

treatment pods in
our pioneering spa

5

minute walk to
the city centre





Within arm's reach of the capital's top cultural landmarks, Corinthia London is a radiant reflection of the city's dynamic spirit. Behind our grand façade lies a kaleidoscopic world of experiences, each thoughtfully crafted by a passionate team whose heartfelt excellence elevates every stay.

At Corinthia, the simplest gestures leave the deepest impressions, creating moments that are meaningful and memorable. Each visit is infused with touches of magic, from imaginative collaborations with world-renowned chefs to transformative experiences in our world-class spa.

Here, luxury takes on a personal touch, cultivating an atmosphere where wonder and discovery are always just around the corner.

Whether seeking relaxation or exploration, Corinthia London transforms the ordinary into the extraordinary, ensuring that guests depart feeling lighter, brighter, and forever enchanted.

A storied grand dame, reimagined for today

PENTHOUSE COLLECTION

High above the streets of London, our seven penthouses offer unrivalled stays with expansive terraces and breathtaking views. Each is a masterpiece uniquely designed to captivate and inspire, providing the perfect blend of privacy and prestige. From regal suites to literary retreats, these penthouses redefine luxury living in the heart of the capital.

KALEIDOSCOPIIC DINING

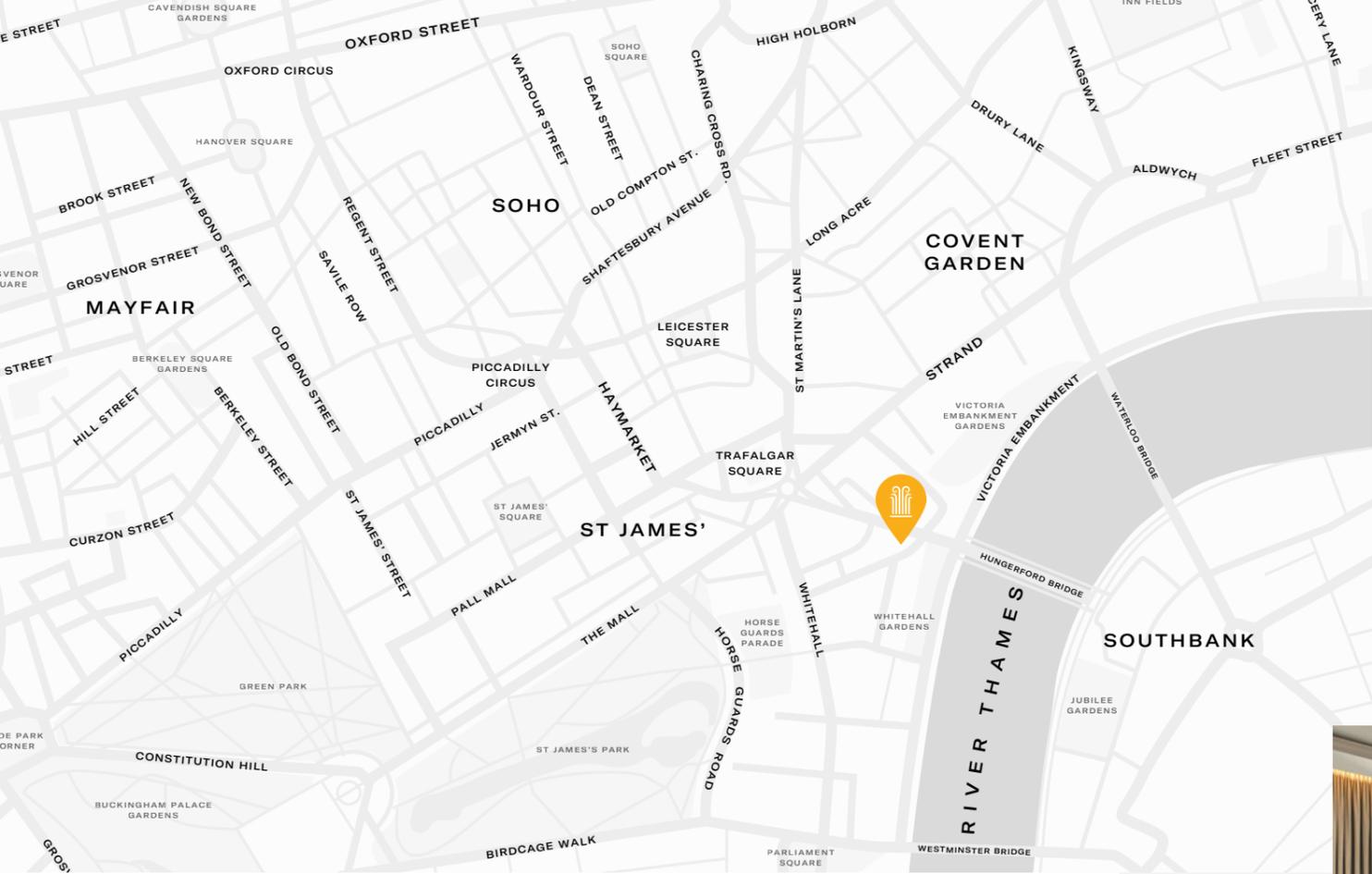
Corinthia London offers a diverse array of culinary experiences to satisfy every palate. From Tom Kerridge's reimagined British classics at Kerridge's Bar & Grill to the opulent cocktail creations at Velvet by Salvatore Calabrese, each venue tells its own story. The Northhall celebrates fine local produce, while The Garden provides an enchanting seasonal backdrop. For a touch of elegance, afternoon tea is served beneath the iconic Full Moon chandelier in the Crystal Moon Lounge.



SPELLBINDING SPA

The spa at Corinthia London is a sanctuary of well-being and rejuvenation. Spanning four floors, it offers transformative treatments that combine age-old therapies with cutting-edge innovations. With 17 treatment rooms, a private spa suite, amphitheatre sauna and vitality pool, the spa sets new standards for wellness and longevity in the heart of London.





Perfectly positioned in the heart of London

FEATURES

31km from Heathrow Airport, 47km from Gatwick Airport and 8km from London City Airport.

279 rooms, including 62 suites and seven penthouses. All rooms and suites have a media hub, safe, minibar, tea and coffee making facilities, complimentary WiFi and cable internet access.

The elegant Ballroom accommodates up to 350 for a reception event or 180 with banquet seating

Kerridge's Bar & Grill reimagines British classics, while The Northall highlights local produce.

The opulent Velvet by Salvatore Calabrese serves creative cocktails, and afternoon tea is available in the elegant Crystal Moon Lounge.

The spa at Corinthia London is set across four spellbinding floors, offering bespoke wellness journeys and the latest innovations in well-being.

The gym, available 24 hours, is exceptionally well equipped with the latest technology, fitness equipment and sport therapies.

ROOMS, SUITES & PENTHOUSES

- 279 rooms, including 62 suites and 7 two-storey penthouses with spectacular views across the capital

RESTAURANTS & BARS

- Kerridge's Bar & Grill
- The Northall
- Crystal Moon Lounge
- The Garden Lounge
- Velvet by Salvatore Calabrese

FACILITIES

- Espa Life at Corinthia Spa
- 24-hour Bodyspace Gym
- 24-hour Business Centre
- Grand Ballroom and Courtroom
- 6 Meeting Rooms
- Florist
- Valet Parking
- 24-hour Butler Service for select suites and all penthouses
- 24-hour Concierge Service
- 24-hour In-room Dining
- Children's Gifts
- Wake-up Service
- Complimentary Newspaper
- Laundry Service
- Complimentary Wi-Fi



General Manager | Managing Director

CORINTHIA LONDON



POSITION

General Manager or Managing Director
(Based on level of experience in role)

LOCATION

Corinthia London

DEPARTMENT

Executive Office

REPORTING TO

Chief Operating Officer

Dotted reporting line / direct contact
with Chief Executive Officer

Regular Engagement with CHL
Executive Leadership Team

Direct reports with Executive
Committee Members

SUMMARY

Our heart, head and hands play a part in everything we do. By embracing the art of hospitality and perfecting every detail, we collaborate to uplift the lives of others. There is nothing quite like the satisfaction of delivering unrivalled service that inspires admiration.

The General Manager/Managing Director is responsible for providing strategic and inspiring leadership for the Hotel, working with and through the team and supported by Corporate Leadership and the Board. The GM/MD drives improvement in financial performance, acts as an ambassador of the Company, leads the management team and colleagues by example, instils and upholds the ethos of the company, and effectively leads the delivery of guest, colleague and wider stakeholder engagement satisfaction and experience.

Duties & Responsibilities

STRATEGY & LEADERSHIP

- Exhibit servant leadership, fostering a culture of kindness, demonstrating the Corinthia values and leadership behaviours in all interactions with colleagues, guests and wider stakeholders
- Exudes an elevated, personal presence & sense of style, flair reflective of luxury
- Evaluate and advise on the feasibility and impact of plans, programmes and strategies designed to gear business success, ensuring compliance with local regulatory frameworks
- Enhance, develop, implement, and adhere to Company policies and procedures, ensuring these are observed throughout the team
- Provide strategic direction and leadership on decision making, ensuring solutions enhance the quality of product, service, colleague and guest experience throughout the Hotel
- Effectively represent the Hotel in the community with proactive leadership of, and participation in community events
- Understand and comply with all policies and procedures pertaining to the Company.
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DUTIES & RESPONSIBILITIES

FINANCE

- Develop and execute financial strategies aligned with the Hotel's 3-year plan ensuring achievement of financial targets
- Lead the management team in optimising revenue streams and controlling costs to exceed profitability targets
- Drive synergies between outlets driving operational efficiency to improve margins year-on-year and achieve higher contributions as set out in the 3-year plan
- Drive room revenue growth and optimise room profitability, partnering with the Commercial team to implement strategic pricing and revenue management initiatives while controlling costs
- In partnership with the Director of Finance and Hotel leadership team, deliver transparent and comprehensive financial reports to owners, corporate leadership, and other stakeholders
- Foster a culture of fiscal responsibility and ensure compliance with internal financial policies, including but not limited to month-end closings, bank compliance, internal and external audits, and owner communications
- Partner with the Hotel Director of Finance to execute the budgeting process, setting realistic and attainable business plans (both short and long-term) with clearly defined operational goals and profitability objectives
- Partner with the CHL Chief Commercial Officer to implement and advise on innovative concepts for increasing revenue.



PEOPLE AND CULTURE

- Demonstrate high ethical standards aligned with the Spirit of Corinthia and indicative of the company values.
- Be the final touchpoint for every single new hire to ensure attitude, passion and fit
- Engage actively and personally in college recruitment activities
- Advocate for colleague development and learning, promoting talent growth and career progression
- Lead the approach to Equity, Diversity, Inclusion and Belonging (EDIB), ensuring senior leader sponsorship of initiatives, and a well-informed understanding of the value they add
- Lead the approach to the design and implementation of Environment Social Governance (ESG) plans, engaging colleagues as appropriate to deliver agreed outcomes
- Advocate the Company's vision and mission, ensuring colleagues understand and are recognised for their contribution to and impact on success
- Partner with the Hotel Director of People & Culture ensuring compliance with People practices, processes and procedures throughout the business, leading by example when engaged in talent, reward, recognition and performance management processes
- Nurture a productive and engaging work environment in which all colleagues are valued and treated respectfully and lawfully
- Assume the role of coach, counsellor, mentor as appropriate, seeking additional expertise when needed
- Foster an environment of continuous feedback to support a culture of high performance
- Create an environment in which colleagues can thrive, supported by talent initiatives to develop and progress within the Hotel and wider CHL business
- Partner with the Hotel Director of People & Culture, to maintain knowledge of local and international employment regulation and practice and the impact on local operations
- Stay informed of and respond to changes in the talent market, actively networking to future-proof the skills profile and safeguard our status as an employer of choice.



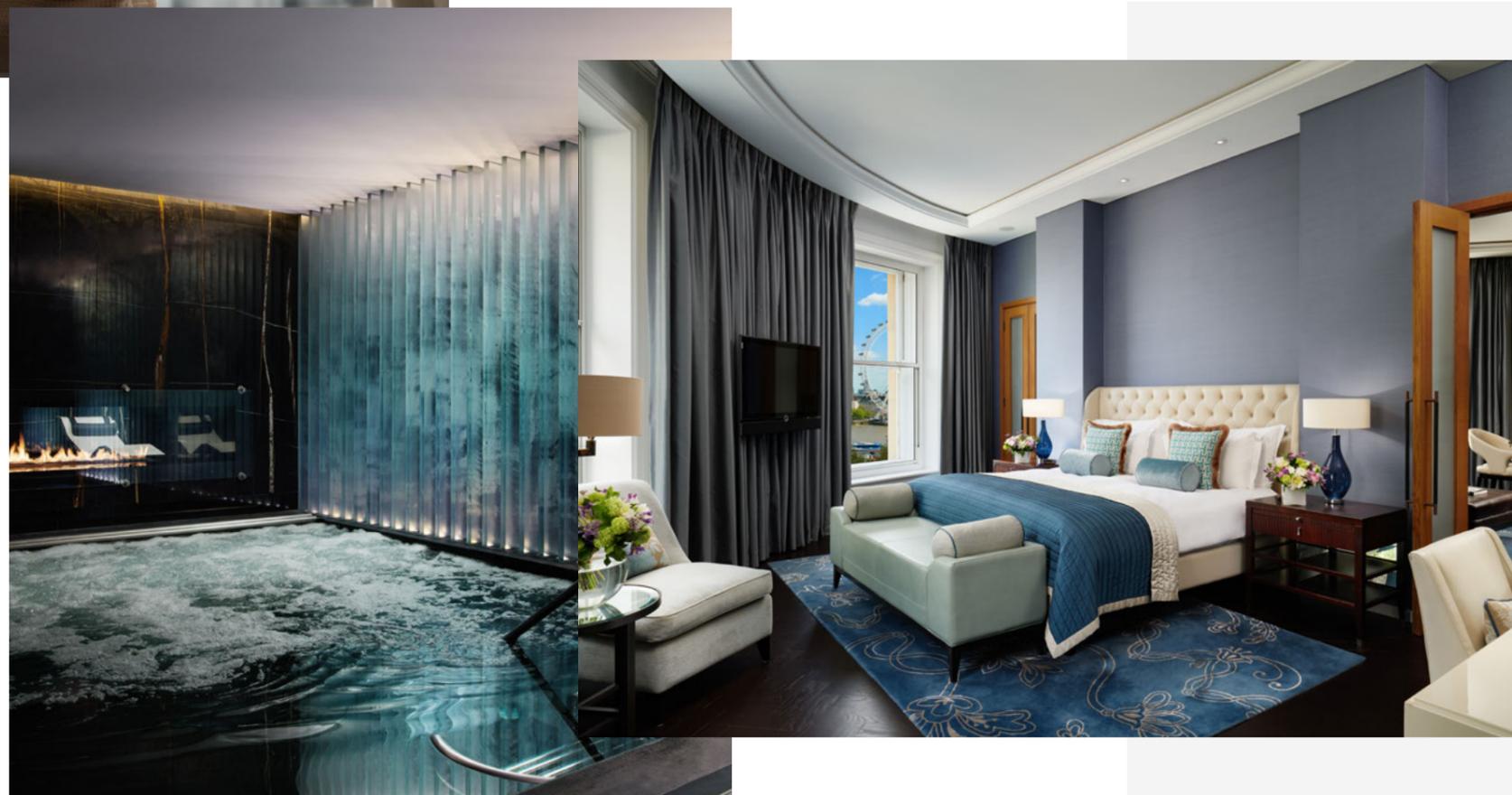


SALES & MARKETING

- Partner with the Chief Commercial Officer and local commercial team to establish a comprehensive commercial strategy including sales, marketing and PR plan
- Partner with the Head of Revenue and on property Revenue Manager to design and implement a yield management strategy to drive occupancy and RevPAR through effective analysis and anticipation of market shifts and demand
- Generate new and repeat business through planned sales and marketing activities
- Constantly assess market trends (local, domestic, and international) and competitor activities to inform current sales, marketing, and revenue strategies, taking tactical actions to maintain advantage as necessary
- Act as a brand ambassador in the community and beyond representing the hotel in corporate initiatives
- Be the Ambassador for the Hotel, gaining maximum exposure to the B2B and B2C target audience

OPERATIONS

- Instill and nurture a culture of product and service excellence, in the constant pursuit of perfection, driving quality and performance amongst the team towards this
- Demonstrate a career journey steeped in luxury with an ability to drive creative and innovative product touches
- Share technical and operational advice and knowledge with the team equipping colleagues to deliver product and service excellence
- Maintain a strategic focus, translating vision into action; and leading the team to deliver key strategic initiatives whilst maintaining service excellence
- Lead the team through change, managing evolution, improvement and change as normal practice, engaging stakeholders at all levels and equipping colleagues with the skills and understanding to embrace new ways of working
- Demonstrate a values led approach to managing uncertainty and ambiguity, mitigating the impact of these on service delivery
- Exercise discretion when accessing confidential information concerning the Company, guests, and colleagues, ensuring the information is held securely and disseminated appropriately on a need-to-know basis



QUALITY ASSURANCE

- Initiate and drive constant improvements in the service delivery of all departments ensuring product and service innovation is encouraged and embraced across the team
- Drive a guest centric culture, demonstrative of the purpose and Spirit of Corinthia to elevate the guest experience, strengthen the brand and increase guest loyalty
- Ensure continuous improvement through analysis of guest satisfaction through Review Pro as well as brand compliance through mystery guest audits making tactical and strategic changes to deliver improvements identified through this analysis
- Ensure the brand standards are consistently implemented and continuously delivered across all departments – using outputs of LQA and Forbes audits to guide efforts
- Partner with the Hotel Head of Engineering to ensure proper maintenance through planned preventive programmes whilst safeguarding ownership value with the implementation of optimal asset management programmes.

Confidentiality

- Whilst working for the Company there will be access to a wide variety of confidential information concerning the company, guests, and colleagues.
- It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company, guests, or colleagues, unless otherwise stated. Please refer to the Employee Handbook for full policy details.

Health & Safety

- Is aware of and complies with safe working practices as stipulated by Health and Safety Legislation and as applicable to the incumbent's place of work. This will include awareness of any specific hazards at the workplace
- Reports any defects in the building, plant, or equipment according to Hotel procedure
- Ensures that any colleague, guest, or visitor accidents are reported immediately in accordance with correct procedures
- Attends statutory Fire, Health & Safety training and is fully conversant with and abides by all rules concerning:
 - Fire, Health, and Safety
 - Regulations, such as COHSS in the European Union, related to the control of substances hazardous to health
 - Risk Assessments for your department
 - Fire & Bomb Procedures

Other Information

- The above description is not to be regarded as exhaustive. Other duties and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate



Talent Profile

General Manager / Managing Director



An experienced Hotelier, and well-rounded leader, able to demonstrate:

EXPERIENCE

- The ability to engage and motivate high performing teams
- In depth understanding of changing market dynamics and the strategies needed to take advantage of / mitigate impact accordingly
- Excellent programme and project management capability, including contingency planning and stakeholder engagement
- Robust change management capability with the know how to lead others through change and navigate ambiguity
- Superior strategic thinking, used to plan and execute short, medium- and longer-term strategies
- Strong interpersonal skills with the ability to influence and negotiate positive outcomes
- Excellent organisational skills used to multi-task and prioritise effectively

SKILLS & KNOWLEDGE

- Exceptional verbal and written communication skills including the ability to prepare and deliver compelling, accurate presentations
- Practical knowledge of operating within local legal and regulatory frameworks
- In depth understanding of local commerce customs and practice
- Excellent stakeholder management skills
- Practical knowledge of programme management, and the ability to lead delivery of multiple complex projects

PREFERRED EDUCATION OR QUALIFICATION

- While a hospitality-related degree or higher is welcomed, equal consideration will be given to candidates with extensive experience and a proven track record of success.

REQUIREMENTS

- Flexibility regarding work hours is essential, including availability for international travel, weekends and holidays.



Application

To apply, please submit your CV along with a letter of application using the button below by no later than midnight on Sunday 4 May 2025:

[SUBMIT APPLICATION HERE](#)

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HOTELS

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[CORINTHIA.COM](https://www.corinthia.com)



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LONDON

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