



Department	Hospitality Systems Manager
Approximate Department Size	Immediate team of 3 with close-working with wider teams across the estate including Hospitality, Membership, Admissions and Guest Experience.
Reports to	Head of Finance – Hospitality
Direct Reports	None
Working hours and pattern	40-hour week over 5 days, includes ad-hoc weekend work when required.
Will this role qualify for tronc or bonus?	Bonus
Purpose of this role	
The Newt Hospitality Systems Manager will be responsible for the ownership, governance, optimisation, and development of hospitality systems across the estate. Reporting to the Head of Finance – Hospitality, the role will ensure systems support operational excellence, commercial performance, accurate reporting, and exceptional guest and member experiences. Acting as the business owner for key operational platforms, the Hospitality Systems Manager will work closely with teams to drive system improvements, integrations, user adoption, and strategic technology initiatives. The role will work closely with operational teams, IT, and system providers to ensure our systems continue to support the needs of the business and deliver the best possible experience for guests and members.	
Responsibilities	
Systems Ownership & Governance • Act as the business owner for hospitality, membership, admissions, and guest experience systems across the estate. • Maintain system configuration including products, pricing, memberships, booking rules, inventory, and user permissions. • Ensure data accuracy, integrity, and consistency across all operational systems. • Develop and maintain system governance, standards, and best practice processes. • Manage relationships with external system providers and software suppliers. • Oversee payment systems configuration and governance, ensuring secure, accurate, and compliant transaction processing across the estate. Operational Support & User Experience • Support operational teams with system queries, troubleshooting, and day-to-day administration. • Deliver training and ongoing support to users across Hospitality, Membership, Admissions, and Guest Experience teams. • Produce and maintain process documentation, user guides, and training materials.	



- Ensure operational teams are using systems effectively and consistently.
- Identify opportunities to improve user experience and operational efficiency.

Reporting & Commercial Performance

- Develop and maintain reporting to support operational and commercial decision making.
- Ensure system data supports accurate reporting across Hospitality, Membership, and Admissions.
- Identify opportunities to improve reporting capability and data visibility.
- Support revenue optimisation through effective system configuration and reporting.

Projects & Continuous Improvement

- Lead system improvement projects, upgrades, and new functionality implementations.
- Work with stakeholders to gather requirements and develop system solutions.
- Coordinate testing and successful delivery of developments and enhancements.
- Drive and maintain integrations between Oracle OPERA, hospitality, membership, admissions, finance, and reporting platforms, ensuring data flows automatically and consistently across the estate.
- Identify opportunities to improve efficiency, automation, and business processes through technology.
- Contribute to the long-term systems roadmap across Hospitality, Membership, and Admissions.

Characteristics needed for this role

- Confident and approachable, with excellent interpersonal skills.
- Highly organised with strong attention to detail.
- Analytical and solutions-focused.
- A collaborative team player who can also work independently with confidence.
- Comfortable working in a dynamic and evolving environment.

Characteristics desired for this role

- Ambitious and eager to grow professionally within a developing business.
- Embraces change positively and adapts quickly to evolving requirements.
- Passionate about technology and continuous improvement.
- Commercially aware with a strong understanding of operational performance.

Skills and experience needed for this role

- Excellent IT skills and experience managing operational business systems.
- Strong knowledge of Microsoft Office systems, particularly Excel.
- Excellent interpersonal and communication skills, both written and verbal.
- Strong organisational and project management skills.
- Excellent attention to detail.



• Experience working with hospitality, membership, admissions, CRM, or booking systems. • Experience producing and analysing operational reporting. • Experience delivering system improvements, implementations, or change projects. • Ability to manage multiple priorities and stakeholders effectively.
Skills and experience desired for this role
• Experience within luxury hospitality, hotels, visitor attractions, or membership organisations. • Experience using Opera, HubSpot, ResDiary, Sevenrooms, Acuity, Sage, or similar platforms. • Experience managing system integrations and third-party suppliers. • Experience working with business intelligence and reporting tools. • Exposure to automation tools and an awareness of how AI can be applied to hospitality operations. • Understanding of hospitality, admissions, and membership operations.
Qualifications needed for this role
• None needed
Qualifications desired for this role
• Degree in Business, Hospitality, Information Systems, or a related discipline preferred but not essential. • Project Management qualification desirable
What systems will be used in this role?
• Opera – Property Management System • HubSpot – CRM and Sales Management • ResDiary & Sevenrooms – Restaurant Reservations • Acuity – Estate Experiences • Membership Management Systems • Admissions and Ticketing Platforms • Sage – Finance and Purchasing • Trello – Project Management • Microsoft Office Suite • Reporting and Business Intelligence Platforms
Department Description
The Hospitality Central team supports the financial, commercial and operational performance of The Newt's Hospitality, Membership, Admissions, and Guest Experience businesses. The Hospitality Systems Manager plays a critical role in ensuring the systems that underpin these operations are effective, integrated, and aligned with business objectives. Working across departments, the role enables informed decision-making, operational excellence, and exceptional guest and member experiences through effective technology, reporting, and process management.