



## Job Description


Function:	Operations
Position:	Retail Manager – Royal Botanical Garden Edinburgh (RBGE)
Job Holder:	
Start Date:	
Immediate Manager:	Operations Manager
Additional Reporting Line:	Head of Operations
Position Location:	Royal Botanical Garden Edinburgh

### 1. Purpose of the Job

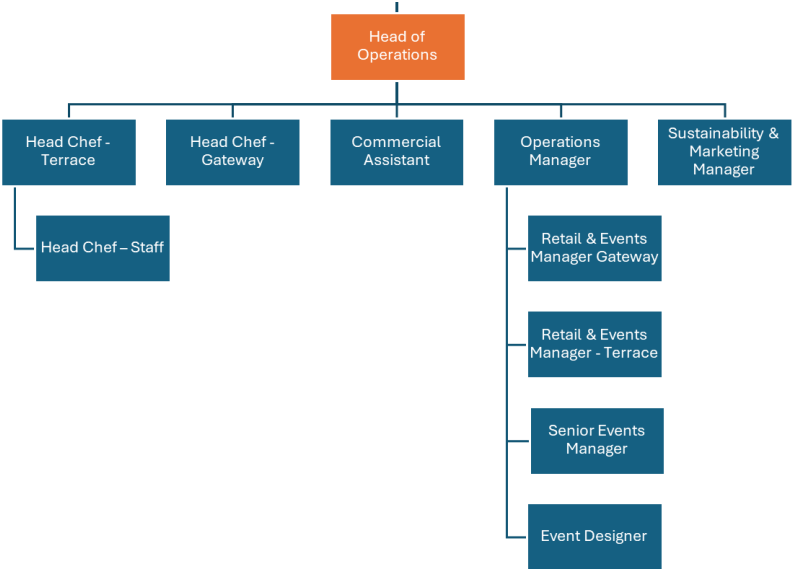
Maximise the profitability of the contract within area of responsibility and deliver the required results
Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality, reviewing SOPs on an annual basis, meeting the mystery guest results of in excess of 90%
Ensure that the retail team are fully trained in compliance and on site specific training as per site agreed timelines
Ensure that staffing rotas, weekly payroll processing is accurate and in line with budget
Ensure that the retail teams are performing to the standards as set out in within the retail KPI elements of the contract, working closely with the operations manager
Working to high standards of cleanliness
Full management of food safety, health and safety and allergen management of the John Hope Gateway; including the annual review and refresher training for staff and supervisors
Work closely with the Retail Manager on cross training of the retail teams and succession planning
Lead, coordinate, interview and onboard all new starts
In conjunction with the Operations Manager and Head of Operations, review the retail offer-ensuring that we are meeting the terms within the contract using locally sourced Scottish products, sustainably sourced ingredients and "home made" items reflective from the Kitchen Garden
Premises Manager for the John Hope Gateway

### 2. Context and Main Issues

Full day to day management and accountability for the John Hope Gateway
Retail department is operating within budget
Retail menu development in line with contractual agreement and in conjunction with the Gateway Head Chef
Retail areas are performing within the constraints of the contract and meeting the budgetary targets
Ensuring that the terrace cafe, east gate lodge and mobile units are operating in line with the

Sodexo food safety, health and safety policies	
All staff are fully trained and compliant	
Annual improvement plans completed for the areas of responsibility	
Measurably strong client perception and satisfaction with services delivered	
Weekly rostering and payroll management	
High levels of client engagement via demonstrably strong relationships built on mutual respect and trust	
P&L's managed to deliver and exceed budget, commitment registers kept up to date, purchase orders raised and authorised appropriately, and business is traded correctly and on time	
High levels of team engagement	
Successful mobilisation of new offers and sponsorship relationships	
All standards in the operational audits are effectively passed by the business units such as Safeguard, Unit Business Health Checks and Mystery Shops	
Maintain high performing teams, demonstrated through the personal development plans, talent and succession planning processes and staff engagement surveys and IIP accreditation	
Drive sustainability strategy and deliver site-based offer in line with client long term goals and customer needs	

**3. Organisation Chart**



**4. Main Assignments**

Identify organic growth opportunities through innovation and new initiatives across the retail offer
Liase with the RBGE events team on exhibitions within the John Hope Gateway
Seeks new ways to drive revenue and grow accounts, selling new service lines, in conjunction



with the Head of Department
Ensure contract is performing within the agreed SLAs at all times to meet Heritage Portfolio commitments
Ensure that clients receive services delivered within contractual terms and these are delivered in a cost effective way
Management of the commercial performance and improvement in management of all P&L requirements working with the events team following all existing commercial processes.
Improvement of the training plans and the skill set of the regular casual staff.
In conjunction with the Operations Manager, growth of the retail department including the creation of a calendar of events outside of the core venue sales. E.g., Kitchen Garden talks and experiences, Afternoon tea offers etc.
Line management of retail supervisors and retail teams. Providing consistent support focused on developing operational delivery standards and future expansion of the events department in line with the tender and the increased annual calendar of events.
Recruit, induct, motivate, manage, train and develop all employees
Manage the team and provide them with guidance on operational issues to ensure the business objectives are met
Manage contracted employees, fixed term and casual labour in line with the labour productivity tools, policies and processes
Take responsibility for the management of all direct reports including recruitment, induction, training and performance
Coach and mentor direct report
Hold regular team meetings with the team to ensure the cascade of information down to unit level employees.
Recruit, induct, motivate, manage, train and develop all employees
Ensure that all audits such as Unit Business Health Checks are complied with and Mystery Shops etc.
Ensure that the appropriate training and development plans are in place for all employees within the events team to ensure that statutory requirements are met, and development training activities are carried out and recorded to assist with career development and succession planning
Ensure stock is managed by carrying out stock counts and fixed asset and cash handling audits in line with the procedures set out in the unit business health check
Effective management of agents, suppliers, and contractors
Ensure direct reports are delivering contract to the right quality standards by reviewing and challenging reports on achievements against SLAs and ensuring action plans are put in place to ensure the SLAs are met.
Undertake operational duties as required to support the business

## 5. Accountabilities

1	Ensure there is a positive team culture where all team members work together and support each business area as required.
2	Achieving financial results that surpass company targets
3	Maintaining and developing the client relationship
4	Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.



**Person Specification**  
**Essential**

2	High standard of literacy and numeracy
3	Operational focussed
4	Highly developed verbal and non-verbal communication skills
5	Extensive experience in delivering high-quality hospitality operations
6	Proven experience in managing P&L accounts and driving profitability
7	Proven operational knowledge, skills and experience in managing multi-site/multi service operations
8	Manage multiple workloads and shifting priorities
9	Deliver excellence in operational service standards and customer satisfaction

**Desirable**

1	Experience and understanding of event costings and design of events
2	Staff training experience or qualification
3	Experience in assisting to create a sales and marketing plan
4	Capability to identify and highlight revenue maximising opportunities
5	Ability to produce accurate work to tight deadlines under pressure
6	Polished appearance, speech & demeanour
7	First aid and personal alcohol licence qualifications
8	High degree of dependability & self-reliance

**6. Competencies**

<ul style="list-style-type: none"> <li>Leadership and people management</li> </ul>	Innovation and Change
<ul style="list-style-type: none"> <li>Commercial awareness</li> </ul>	Employee Engagement
<ul style="list-style-type: none"> <li>Learning and development</li> </ul>	