

Job Description

JOB TITLE: OPERATIONS MANAGER / SENIOR OPERATIONS MANAGER

EDUCATION MARKET: Alliance in Partnership, Education Contracts

REPORTS TO: Managing Director

EDUCATION MARKET OVERVIEW:

Alliance in Partnership are a specialist Education Catering Contractor solely providing Catering Services within the Education Marketplace.

Currently we provide these services to over 85 clients within the state Education Sector with contracts in Colleges, Secondary, Primary and Special schools.

MAIN PURPOSE OF THE JOB:

To lead a team of people to manage the growth and profitability of the catering departments within 10 primary schools / secondary schools, whilst ensuring that the needs and expectations of all clients, customers, employees, shareholders and community are met.

KEY RESPONSIBILITIES:

- ✓ To develop, coach and motivate the team to enable achievement of both personal and business objectives.
- ✓ To hold regular team meetings, 1:1 performance and development reviews and take steps to proactively address individual and team performance issues in line with company guidelines.
- ✓ To recognise excellent performance and encourage innovation amongst all team members and celebrate success.
- ✓ The control of stock and timely banking of cash in the correct manner.

KEY PERFORMANCE INDICATORS:

- ✓ Employee Satisfaction
- ✓ Labour Turnover / first 90 day retention
- ✓ Customer and Client Satisfaction
- ✓ Contract Retention
- ✓ Brand Implementation Volumes
- ✓ Contract Profit Growth
- ✓ Contract Sales Growth
- ✓ Rate of Return on Investment
- ✓ Cash Flow / Trade Debtors (Working Capital)
- ✓ Purchasing Volumes
- ✓ Performance against forecast

PERSON SPECIFICATION
USING ESSENTIAL / DESIRABLE CRITERIA

JOB TITLE: OPERATIONS MANAGER

	SPECIFICATIONS	ESSENTIAL / DESIRABLE
1.	<u>EDUCATION AND TRAINING</u> Alliance in Partnership management training programme	D
2.	<u>EXPERIENCE</u> Results, maintain performance and to retain self confidence at all times.	E
3.8	<u>Business Development</u> The skill and ability to spot business opportunities, to generate new ideas and approaches that move the business forward.	E
3.9	<u>Company Identity</u> The acceptance, support and championing of company objectives, standards and values.	E
3.10	<u>Customer Focus</u> The ability and interest to identify customer requirements, to deliver more sales, provide a service orientated to their needs and to deliver customer satisfaction.	E