



Job Description

Function:	Operations
Position:	Retail & Events Operations Manager
Job Holder:	
Start Date:	ASAP
Immediate Manager:	Bruce Ritchie
Additional Reporting Line:	Adam Kennedy
Position Location:	Royal Botanic Gardens Edinburgh

1. Purpose of the job

1	To be the lead manager for the Retail and Events operation supporting the RBGE outlets and to consistently exceeding the expectations of all customers and visitors.
2	Demonstrate clear leadership in setting and maintaining an exceptionally high standard of food service at the Gateway, Terrace & East Gate café and Events
3	To provide open and effective communication to all HPL team and RBGE clients contacts.
4	To provide support to aid management cover when required in HPL retail sites and RBGE outlets
5	Create and maintain a safe working environment which meets all current legislative requirements and promote a safety-first culture.
6	Ensure effective and acceptable lines of communication between all departments, culinary, operations, finance and HR.
5	To ensure the management of the highest standards of cleanliness, tidiness and maintenance in the café at all times.
6	Create and maintain a safe, happy and committed working environment for the café team, with an emphasis on development for all staff.
7	Wherever appropriate to deputise for the Head of Operations on all aspects of contract performance.
8	Provide leadership innovation and new product ideas, and where practicable, use and promote local ingredients and suppliers.

2. Commercial remit

Revenue: FY	£ tbc	EBIT growth	tbc	Growth Type		Outsourcing Rate		Region Workforce	
		EBIT margin	tbc						
		Net income growth	tbc			Outsourcing Growth Rate		Outsourcing Growth Rate	
		Cash Conversion	tbc						
Characteristics		Financial							



3. Organisation Chart

Reports to – Head of Operations

Direct Reports – Senior Events Manager, Gateway Café and Events Manager, Terrace Café and Events Manager, Logistics Supervisor.

Key Relationships – Head Chef Gateway, Head Chef Terrace, Senior Event Designer, Finance Asst.

Key Client Relationships RBGE – Head of Commercial, Sales Manager, Estates Manager, Events Manager, RBGE Development team

4. Context and focus

1	Ensure the café delivers a high quality food and service at all times
2	Work with Head of Operations on financial targets and planning for the contract
3	Ensure that all Health & Safety legislation is carried out correctly and recorded as necessary. This includes all HACCP and COSHH responsibilities, as well as EHO visits, Fire Evacuation Procedure, First Aid at Work and safe working practices.
4	Maintain a focus on food allergens and customer information including following and training staff on new procedures, recording and management
4	Ensure the team are trained on all necessary legislative aspects relating to the contract provision.

5. Main assignments

1	Ensure that members of the team are fully aware of and given support to achieve set objectives
2	Ensure a focus on customer needs and feedback, and ensure that any issues raised or identified are dealt with promptly and professionally
3	Ensure all equipment under your supervision is maintained in working order and kept clean, has clear operations instructions, is safe and secure with any issues being reported at the first available opportunity, and that all staff are regularly retrained on use of equipment
4	Keep records of any equipment maintenance required, and update the asset register as necessary
5	Maintain, update and ensure all SOP's are communicated, recorded and reviewed on a timely basis.
6	Any other relevant and relatable tasks as designated by the Head of Operations or Regional Management.
7	Participate in wider HPL management groups seeking out innovative solutions and sharing best practice.
8	Engender a positive culture of reward and “want to” attitude employing good quality timely communications with team members and utilising the HPL Performance review process to keep teams on track.



6. Accountabilities

1	Safe systems of work are deployed and relevant training provided and maintained
2	Ensure a focus on customers' and client needs and feedback, and ensure that issues are recorded, escalated and responded to appropriately.
3	Ensure staffing levels are maintained at the appropriate level to meet the demand of the business, engaging in training and competence checks to ensure that HPL team members are able to provide exemplary service standards across the site.
4	Ensure that all Health & Safety legislation is carried out correctly and recorded as necessary. This includes all HACCP and COSHH responsibilities, as well as EHO visits, Fire Evacuation Procedure, First Aid at Work and safe working practices at all times. Maintain a focus on food allergens and customer information.
5	Maintain a focus on food allergens updates and staff training.

7. Person Specification

1	Natural creative and innovative flair with a genuine love of food and an eye for detail
2	Excellent people management skills, with a desire to share knowledge and best practises
3	Knowledge of Excel, Word and Microsoft Outlook
4	Industry awareness from high street to high end events.
5	Ability to multi-task and provide clear and concise communication.
6	Professional, motivated, driven, flexible and enthusiastic
7	Ability to innovate solutions and prioritise workload

8. Competencies

<ul style="list-style-type: none">Commercial awareness	<ul style="list-style-type: none">Computer literate
<ul style="list-style-type: none">Growth, client & customer satisfaction / quality of services provided	<ul style="list-style-type: none">Leadership & People Management