

**Site Position****Head of Operations****Reporting to****General Manager – Catering Services****Responsible for****Retail, Events and Hospitality @ ACC Liverpool****Primary role objective**

Manage and lead the delivery of catering and event services across retail, events & hospitality ensuring high levels of service are delivered end to end (from initial booking to day of event). To achieve high levels of delivery on a consistent basis whilst ensuring sustained growth of turnover and net operating profits at site level, and to effectively manage, grow and retain the contract. The incumbent provides day-to-day operational advice, standard operating procedures, best practice and guidance to external clients and direct reports in-line with business objectives and company standards to achieve and exceed customer expectations of service, launching ACCL to be the flagship and market leader for Food and Beverage Services within Centerplate UK

Metrics

The role is measured on the delivery of key site-based Performance targets, adherence to site Operational budget, and achievement of Key Performance Indicators around client and employee satisfaction.

Responsibilities***Business Leadership***

- Develop a service led work environment, ensuring offers and initiatives are implemented delivering growth, profitability & continuous improvement
- Proactively manage site related issues
- Monitor individual performance of direct reports versus targets
- Instill a culture of achievement, results and continuous improvement
- Instigate and implement best Operational practice at site level
- Lead your team by communicating and motivating individuals effectively towards achievement of objectives
- To effectively manage your team and provide them with the information and tools with which to achieve their roles
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: Health and Safety at Work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.

Planning & Organisation

- To be fully accountable and responsible for all events from start to finish – planning, delivery and post event
- To take events from operational planning to successful delivery, ensuring the success of each event is measured by KPI'S, such as health & Safety, housekeeping, customer feedback, and financial controls and to support the operations team to do the same on their events
- Meets and achieves challenging Operational targets
- Builds internal and external relationships to enable delivery of service offer
- Builds external relationships to attract talent to the company
- As the senior member of the operations team be a figure head; set and maintain high standards of food, beverage and service in a style which Centerplate is renowned for

Competence & Development

- Act as a liaison and point of contact for ACC Liverpool operations team and Centerplate UK, ensuring good relations at all times
- Manage and control costs within agreed budgets
- Seek opportunities to drive site sales and reduce costs where appropriate
- Ensure policies and procedures are in place to achieve and support agreed service standards
- Conduct regular performance reviews with the team, ensuring appropriate training and development is provided
- Lead personal development of operations team through coaching and structured personal development planning
- Ensure succession and appraisal are maintained to required standard
- Proactively manage site and operational risk where these exist
- Ensure operational activities meet administrative requirements in respect of health & safety, legal stipulations, environmental policies, and duty of care as well as company best practice
- Where required, deliver and promote Operational training and learning activities addressing current business needs and future trends

Other/ miscellaneous

- Identifies and develops successors in Operational roles
- Strive to exceed customer expectations
- Ensure any commercial opportunities are maximized

Characteristics/Key Attributes

- Drives change and constructively challenges process.
- Treats others with dignity and respect.
- Passion for working with people.
- Passion for food, beverage and service.
- Excellent attention to detail.
- Sets a personal example, following through on promises and commitments.
- Effectively manages time and resources, meets deadlines and flags delays.
- Actively seeks opportunities to develop and learn.

- Communicates openly and clearly both verbally and in writing.
- Pitches information at the appropriate level.
- Manages conflict effectively.
- Competent financial knowledge.
- Has drive and determination to succeed.
- Expresses confidence in own ideas and networks with others.
- Sets the highest personal performance standards for self.
- Autonomous and self-reliant, working with minimal control and direction.
- Gains commitment to action from a range of people.
- Adapts quickly and positively to new situations.
- Continues to be productive in uncertainty.
- Accepts personal responsibility to make things happen.

In agreeing to this job description, I accept that it only gives a description of my job tasks and does not exclude other tasks in order to be able to meet the requirements of Centerplate UK at any time.

Incumbent / Signature

Date