



Job Description

Function:	Operations
Position:	Regional Operations Manager
Job Holder:	N/A
Start Date:	
Immediate Manager:	Executive Director
Additional Reporting Line:	
Position Location:	North Fort Street Head office

1. Purpose of the Job

1	Lead, develop and manage direct reports across the venue cluster
2	Be responsible for building long-term relationships with clients that add value and are based on mutual trust
3	Identify growth and development opportunities within contracts which deliver commercial success and strengthen venue partnerships
4	To ensure a safe environment for our employees and customers, compliant to food safety and H&S standards, across venue portfolio.
5	Maintain a customer focused approach to offer development that is defined by the quality of food and experience
6	Drive innovation and continuous improvement of people, systems, processes inline with our mantra of “Never Standing Still”
7	Maximise the profitability of the contracts within area of responsibility, achieving financial and service level targets

2. Organisation Chart



3. Context and Main Issues

1	Attracting and retaining talent in a competitive labour market
2	Consistency in service delivery with a creative, innovative F&B proposition, in line with the standard we set across our venue portfolio.
3	Exceed client expectations while achieving internal objectives
4	Balance service excellence with achievement of financial targets



4. Main Assignments

1	Maintain high performing teams, demonstrated through annual appraisal, high retention rates, talent and succession planning processes and staff engagement surveys
2	To recruit, train and develop team members as appropriate to their job role and development plan
3	Financial objectives achieved through management of performance, detailed analysis of monthly results, accurate and considered forecasting, delegation of responsibility to direct reports
4	Identify opportunity to improve performance through shared efficiencies within venue cluster
5	Client retention and contract extension opportunities identified and converted through positive working relationships with clients
6	Liaise with clients to understand their objectives and build venue specific strategies to align our activities to support them
7	Promote a zero harm mindset to health and safety within you team, managing quality control, health, safety and hygiene standards inline with company policy.
8	Report immediately any incidents or accidents, fire, theft, loss, damage or H&S issues and take action according to company policy
9	To adhere to all contractual obligations and operate business portfolio within the agreed contractual terms
10	Continuously seek ways to enhance quality through innovation and cost efficiency and living our core belief of “Never Standing Still”
11	Operational support and delivery as directed

5. Accountabilities

1	Retaining, developing and motivating a high performing management team
2	Achieving financial results that surpass company targets
3	Retention of all key contracts across the portfolio
4	Maintaining HPL’s position as market leader in Scotland

6. Person Specification Essential

1	Minimum of 5 years’ experience managing a team in the events industry
2	Strong commercial background with responsibility for managing multisite P&L
3	A passionate interest in the catering industry – knowledge of current trends and interest in the hospitality world
4	Demonstrable experience in a high-volume hospitality and retail catering environment
5	A competent communicator and ability to present to colleagues, peers and clients
6	Evidence of being organised and possess excellent planning skills
7	Ability to competently use Microsoft Word, Excel , Power point and Email
8	Proven record of managing a team encompassing operations, culinary, coordination and finance
9	Ability to motivate a team of mixed abilities and personalities



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

7. Competencies

• Leadership and people management	Innovation and Change
• Commercial awareness	Employee Engagement
• Learning and development	