Job Description

Function:	Operations
Position:	Operations Manager
Job Holder:	
Start Date:	
Immediate Manager:	Head of Operations
Position Location:	Edinburgh Zoo

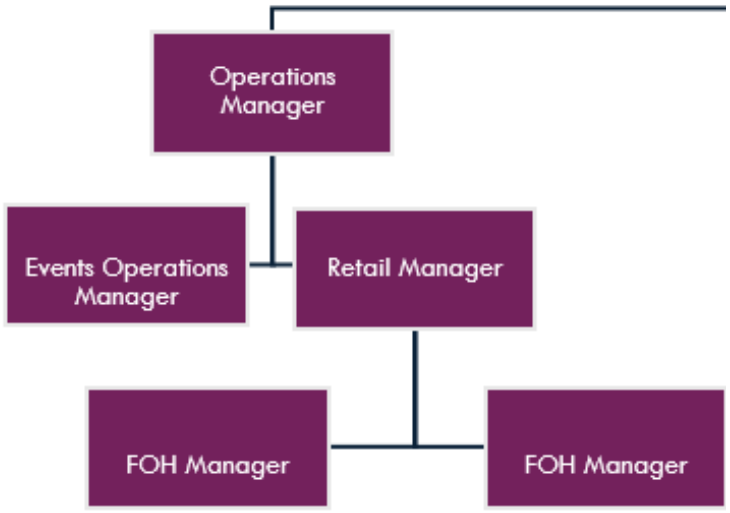
1. Purpose of the Job

1	Lead, develop and manage direct reports across the venue catering operations
2	Demonstrate clear leadership in setting and maintaining an exceptionally high standard of food service at Edinburgh Zoo
3	Manage and operate the front of house operation across retail and events
3	To provide open and effective communication to all HPL team and RZSS clients contacts.
4	To ensure a safe environment for our employees and customers, compliant to food safety and H&S standards.
5	Set, and maintain, Service Operational Standards and Procedures
6	Drive innovation and continuous improvement of people, systems, processes inline with our mantra of “Never Standing Still”
7	Maximise the profitability of the contract within the area of responsibility, achieving financial and service level targets
8	Create and maintain a safe working environment which meets all current legislative requirements and promote a safety-first culture.
9	Ensure effective and acceptable lines of communication for your direct reports and the wider team; culinary, finance and HR.
10	To ensure the management of the highest standards of cleanliness, tidiness and maintenance in the retail outlets at all times.
11	Create and maintain a safe, happy and committed working environment for the retail and events team, with an emphasis on development for all staff.
12	Deputise for the Head of Operations on all aspects of contract performance
13	To provide support to aid management cover when required in HPL retail sites and RZSS outlets

2. Dimensions

<table>
<tr><td rowspan="4">Revenue: FY</td><td rowspan="4">tbc</td><td>EBIT growth</td><td>tbc</td><td rowspan="4">Growth Type</td><td rowspan="4"></td><td rowspan="2">Outsourcing Rate</td><td rowspan="2"></td><td rowspan="2">Region Workforce</td><td rowspan="2"></td></tr>
<tr><td>EBIT margin</td><td>tbc</td></tr>
<tr><td>Net income growth</td><td>tbc</td><td rowspan="2">Outsourcing Growth Rate</td><td rowspan="2"></td><td rowspan="2">Outsourcing Growth Rate</td><td rowspan="2"></td></tr>
<tr><td>Cash Conversion</td><td>tbc</td></tr>
<tr><td colspan="2" rowspan="2">Characteristics</td><td colspan="8">Financial</td></tr>
<tr><td colspan="8">Other</td></tr>
</table>

3. Organisation Chart



4. Context and Main Issues

1	Exceed client expectations while achieving internal objectives
2	Balance service excellence with achievement of financial targets
3	Drive social impact initiatives in partnership with client through the catering operations
4	Ensure retail and events operations deliver high-quality service at all times
5	Work with Head of Operations on financial targets and planning for the contract
6	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.
7	Maintain a focus on food allergens and customer information including following and training staff on new procedures, recording and management
8	Ensure the team are trained on all necessary legislative aspects relating to the contract provision.
9	Work flexibly within the changing needs and environment of the business

5. 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	Promote a zero-harm mindset to health and safety within you team, managing quality control, health, safety and hygiene standards in line with company policy.
5	Report immediately any incidents or accidents, fire, theft, loss, damage or H&S issues and take action according to company policy
6	Ensure a focus on customer needs and feedback, and ensure that any issues raised or identified are dealt with promptly and professionally
7	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
8	Any other relevant and relatable tasks as designated by the Head of Operations or Regional Management.
9	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	Retaining, developing and motivating a high performing management team
2	Achieving financial results that surpass targets
3	Maintaining and developing the client relationship
4	Maintaining venues position as market leading visitor attraction in Scotland

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 retail 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

Leadership and people management	Computer literate
Commercial awareness	Employee Engagement
Learning and development	