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| **Job Description** |
| **Function:** | Operations |
| **Position:** | Operations Manager |
| **Job Holder:** |  |
| **Start Date:** |  |
| **Immediate Manager:** | General Manager  |
| **Additional Reporting Line:** |  |
| **Position Location:** | Musselburgh Racecourse |

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| 1. **Purpose of the Job**
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| **1** | To oversee all aspects of Food & Beverage (F&B) operations at Musselburgh Racecourse. |
| **2** | To ensure the timely and efficient planning and execution of race day and non-race day events, meeting both client expectations and Heritage Portfolio standards. |
| **3** | To develop, implement and maintain exemplary Food Safety and Health & Safety practices across all venue operations. |
| **4** | To manage financial and commercial frameworks to ensure adherence to budgetary and compliance objectives. |
| **5** | To lead and develop the on-site team, ensuring delivery of outstanding customer service and operational excellence. |
| **6** | To foster and sustain strong client relationships and effective communication channels to meet and exceed expectations. |
| 1. **Dimensions**
 |  |  |  |  |  |  |  |
| 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 |   |
| Other |   |   |   |   |   |   |   |

**3. Organisation Chart**

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| 1. **Context and Main Issues**
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| **1** | Full responsibility for all F&B operational delivery. |
| **2** | Management of both fixed and variable payroll. |
| **3** | Ongoing service innovation and enhancement of food offerings. |
| **4** | Consistent, high-quality service aligned with company standards. |
| **5** | Achievement of financial goals through sales optimisation, cost control, and compliance. |
| 1. **Main Assignments**
 |
| **1** | Ensure the venue is fully operational and presented to a high standard for all race day events |
| 2 | Maintain rigorous quality control, hygiene, and Health & Safety procedures per Heritage Portfolio standards. |
| **3** | Clearly articulate the service offering to clients, customers, and internal stakeholders. |
| **4** | Lead regular operational meetings with racecourse clients to ensure consistent excellence and promote the MRC brand. |
| **5** | Establish a collaborative and professional relationship between Heritage Portfolio and Musselburgh Racecourse stakeholders. |
| **6** | Drive innovation in service and food delivery to enhance reputation, client satisfaction, and revenue generation. |
| **7** | Manage financial performance including budgeting, forecasting, cost control, stock management, and post-event analysis. |
| **8** | Complete month-end reporting and forecasting, ensuring timely and accurate reconciliation and adjustment. |
| **9** | Coordinate beverage stock logistics to ensure product quality and availability. |
| **10** | Recruit, train, and develop staff in alignment with role requirements and career progression. |
| **11** | Uphold all contractual obligations and conduct business in accordance with client agreements. |
| **12** | Represent Heritage Portfolio at senior management level in venue-related communications and meetings. |
| **13** | Ensure robust security measures for premises, stock, personnel, and customer expectations throughout events. |
| **14** | Maximise staff productivity through proactive scheduling and resource planning. |
| **15** | Promote a positive work culture that supports team motivation and effective management relationships. |
| **16** | Deliver key performance indicators, objectives, and targets for all events and conference operations. |
| 1. **Accountabilities**
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| **1** | Deliver financial outcomes exceeding company expectations. |
| **2** | Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH |
| **3** | Consistently achieve excellent food feedback from clients and customers. |
| **4** | Drive team development, engagement, and retention through targeted training initiatives. |
| **5** | Demonstrate operational insight and provide continuity and support in the absence of the site General Manager |
| 1. **Person Specification**

**Essential**  |
| **1** | Strong financial acumen and ability to interpret and communicate P&L data. |
| **2** | Passionate about the catering industry, with awareness of current trends and market developments. |
| **3** | Proven experience within high-volume catering environments. |
| **4** | Excellent communication skills, with confidence to present to clients and colleagues. |
| **5** | Highly organised with advanced planning capabilities. |
| **6** | Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook). |
| **7** | Strong leadership skills with the ability to motivate diverse teams. |

**Desirable**

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| **1** | Experience and understanding of events costing and design of events  |
| **2** | Ability to identify and capitalise on revenue growth opportunities. |
| **3** | Skilled at working accurately under pressure and to strict deadlines. |
| 1. **Competencies**
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| **.** | Leadership & People Management | **.** | Innovation and Change |
| **.** | Commercial Awareness | **.** | Employee Engagement |