



Job Description

Function:	Operations
Position:	Head of Operations
Job Holder:	
Start Date:	
Immediate Manager:	Regional Operations Manager
Additional Reporting Line:	
Position Location:	Edinburgh

1. Purpose of the Job

1	Lead, develop and manage direct reports across the venue catering operations
2	Be responsible for developing the long-term relationships with the client, developing the offer and customer experience across the venue catering operations
3	Identify growth and development opportunities within the contract that delivers commercial success and strengthens the venue partnership
4	To ensure a safe environment for our employees and customers, compliant to food safety and H&S standards.
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 contract within the area of responsibility, achieving financial and service level targets

2. Dimensions

Revenue: FY	£4.3m	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



4. 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 partnership with the ethos of the client
3	Exceed client expectations while achieving internal objectives
4	Balance service excellence with achievement of financial targets
5	Drive social impact initiatives in partnership with client through the catering operations

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	Identify opportunity to improve performance across all catering functions including, Retail, events, internal events and the staff canteen
5	Maintain client engagement monitor performance aligned to contract extension opportunities
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 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

6. Accountabilities

1	Retaining, developing and motivating a high performing management team
2	Achieving financial results that surpass company targets
3	Maintaining and developing the client relationship
4	Maintaining venues position as market leading visitor attraction in Scotland

7. Person Specification

Essential

1	Minimum of 5 years' experience managing a team in the events industry
2	Strong commercial background with responsibility for managing a complex venue 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



8. Competencies

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