

# Job Description: Operations Manager



Function:	Account Manager
Position:	<b>Operations Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	General Manager
Position location:	Sussex County Cricket Club

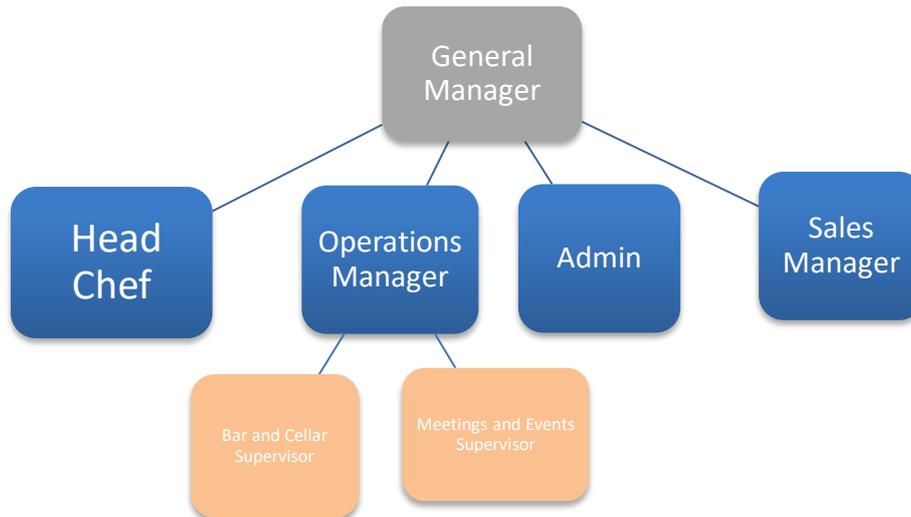
## 1. Purpose of the Job – State concisely the aim of the job.

- Maximise the profitability of the contract within area of responsibility and deliver the required results
- Manage site specific Meetings and Events, match day services and teams in accordance with the Contract and SLA's in place
- Ensure business deadlines and targets are met in a timely manner and/ or as directed by the GM
- Manage the services and teams to the agreed standards
- Lead the team by example and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm.
- Take accountability and responsibility for delivering required results
- Maintain personal resilience in all situations
- Prioritise workloads effectively, plan activities to meet the needs of others. Show attention to detail proactively plan activities and time to minimise reactivity and maintain a sensible work-life balance.
- Ensure company policies and security is always adhered to at all times ref stock and cash with no unauthorised access.
- Champion for retention for Investors in People

## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- FY17/18 Revenue - £3M
- C&E Revenue - £400K
- Hospitality Revenue - £1.2M
- Public Revenue - £1.4M
- Total EBIT - £100k

**3. Organisation chart** – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Contract is performing to SLAs and budget and costs are being controlled by promoting cross-departmental efficiencies to assist in the control of labour costs
- Measurably strong client perception and satisfaction with services delivered
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- High levels of team engagement
- All cost centres and P&L'S managed appropriately, commitment registers kept up to date, purchase orders raised and authorised appropriately, and business is traded in the correct period
- Ensure the preparatory work for each service is completed timely manner.
- Preparatory work in producing budget and forecasts
- Analysis of data involving revenue and sph/atv
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations i.e. post-match and monthly
- Lead in controlling costs in unit; costs controlled to budget and cross-departmental efficiencies are identified and developed i.e. labour, expenses and all variable costs
- Maintain a positive team culture where all members work in collaboration and support each other as required
- A positive working relationship with the client is evident with "Win-win" scenarios
- Develop and maintain a positive attitude to continuous improvement with regular meetings to review service styles using mystery shop data and other feedback mechanics. Ensure full team engagement in the process
- Have open two-way communication between all departments
- Processes are developed and followed to ensure all departments have the necessary information pre-and post-event
- All standards in the operational audits are effectively passed by the business units such as Safeguard, Unit Business Health Checks and Mystery Shops

- Maintain high performing teams, demonstrated through the EPA, talent and succession planning processes and staff engagement surveys and IIP accreditation
- Maintain high standards of appearance and personal hygiene

## 5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure that all the company's accountancy practices and guidelines are adhered to at all times and that business forecasts are carried out on a weekly basis to track performance V budget (forecast). Ensure that results are reported, and action plans are put in place where necessary and as advised by the commercial team
- Assist in forecasting and budget process for both match day hospitality and M&E
- Produce costed labour projections for bespoke events and seasonal cover charges
- Control all match day and none match day staffing operations through collaboration with HR Manager
- Ensure that costs and expenditure are controlled in line with budget utilising nominated suppliers and maximising labour productivity in line with current labour efficiency models, policies and procedures-ensuring that forecasts and actuals are entered and remedial action is taken as appropriate in order to achieve budgeted/ forecasted P&L
- Continually seek ways to enhance quality through innovation and cost efficiencies by monitoring performance against existing standards and ensure that standards across the site are in accordance with the SLA' in place
- Manage the Operations team to ensure that both business objectives are met, and standards are delivered competently and consistently and personal objectives through regular 1-2-1 meetings, EPA's and business reviews ensuring that targets are monitored and met. Develop a motivated, respectful, trusted and stable team by giving clear direction, sharing information and employee engagement
- Ensure the unit has a GREAT training plan and that all statutory and bespoke training is scheduled, carried out and recorded liaising with other departments as necessary
- Develop long term client relationships in line with the Clients for Life philosophy to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Lead and manage the M&E team and actively promote St James Park for both internal and external clientele
- Undertake duty management and operational shifts as required
- Producing a detailed maintenance and cleaning schedule for all bars, ensuring these are strictly adhered to and that the work is carried out to a satisfactory standard.
- Demonstrating high leadership skills thereby providing the basis for high group moral and staff motivation.
- Supervising staff in the execution of their duties and ensuring compliance with quality standards of work and general conduct.
- Attending daily briefs with staff, weekly sheet, HOD and departmental food and beverage meetings.
- Seeking always to maintain good relations with external suppliers and ensuring harmonious inter departmental co-operation in house.
- Ensuring at all times the security of company stocks, property and premises.
- Balance business each shift and recording of data according to accounting discipline
- To be flexible in your approach to working within all departments within the operation and promote this ethos across your team.
- Ensure the preparation of all Function areas, the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.
- Ensure the preparatory work for all events is completed in a timely manner.
- Ensure all working practices follow appropriate risk assessments and ssw's whilst on shift.
- Ensure that weekly safety walks are completed and logged.
- Ensuring that customer requirements and satisfaction are met throughout their events and good customer relations prevail at all times.
- Ensure that all required billing is done in a timely manner either to present to a guest or pass to accounts.
- Ensure that upselling occurs throughout operation and revenue is captured.

- Monitoring that all food and beverage service procedures and standards are adhered to at all times by operational staff.
- Fully responsible the management of ordering and stock rotation process across Meeting and Events and match day facility.
- Oversight and management for stock takes results, ensuring all transfers of stock are completed and handed to auditors, all delivery notes are checked and signed.
- Assist in the development of staff and identify training to enhance staffs career and potential.
- Be fully conversant with Zonal till system and management thereof and cashing up procedures.
- Work closely with the Commercial department, pre and post events including match days to deal with accounting queries.
- Noting and dealing with any guest comments, complaints, compliments or requests, dealing with them directly in the first instance if possible and informing the HOO or CSD thereafter.
- Reporting all defects of equipment, damage to furnishings and any incidents involving theft or hazard to management.
- Producing a detailed maintenance and cleaning schedule for all public and related areas and ensuring that these are strictly adhered to and that work is carried out to a satisfactory standard.
- Control GP's through ensuring cash and stock is managed and liaise as appropriate with all depts. To ensure client billing is both accurate and timely. Liaise with 3<sup>rd</sup> party suppliers as required to support this.
- Good productive long-term client relationships are developed with clients and agents and our on-site client to generate win-win situations. Manage complaints in a proactive manner and implement action plans to rectify as necessary
- Seek new ways to drive revenues and maximise sales across all operational departments i.e. Hospitality and M&E
- Ensure the unit complies with all company and client policies, site rules and statutory regulations i.e. licencing laws, Trading Standards and EHO.
- Manage the H&S operational requirements for the site. Liaise with the client H&S representative to comply with local regulations examining safe working practices, RA's, hygiene, accidents, fire and COSHH requirements including awareness of any specific hazards in the workplace. Ensure there is a two-way communication with Safeguard and that any H&S incidents are managed appropriately and effectively in conjunction with Safeguard
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce
- Manage and update a post-match day maintenance log and take necessary actions as required
- Produce detailed feedback from Matchday hospitality
- Demonstrating high leadership skills thereby providing the basis for high group morale and motivation.
- Participating in and ensuring that all training requirements of new and existing personnel are met including comprehensive instruction in service standards, H&S at work, licensing and consumer protection legislation, Fire Regulations and Emergency Procedures and all issues governing staff discipline and professional conduct.
- Seeking always to maintain good relations with staff, external suppliers and ensuring harmonious inter departmental co-operation within the Stadium at all times.
- Ensuring at all times, the security of company stock, property and premises.
- Ensuring the security of cash during the shift and close down of shifts, ensuring all cash is secured in a safe, bar stocks and cellar inventories and full compliance with the companies checking and control procedures.
- Directing staff in ensuring the provision of clean and tidy premises and work areas.
- Ensuring the proper and regular maintenance of all bars and cellar equipment and refrigeration plant logging any issues or faults to the relevant body.
- Ensuring that all bar and cellar stocks are established at adequate but not excessive par levels and that proper stock rotation is established.
- Ensuring maintenance and cleaning schedules, for bars and cellars cover work surfaces, shelving, floors, walls, racks, sinks, cupboards and refrigeration cabinets, and assign these duties amongst staff ensuring that all tasks have been properly completed to the required standard ensuring all post shift clear down schedules are adhered too.
- Implementing a training plan and Undertaking training and providing supervision of staff, via a leadership centred approach, thereby promoting a high degree of staff commitment and motivation. Ensuring always that the comprehensive training given to staff in respect of licensing laws and consumer protection legislation is designed to protect personnel from the consequences and penalties of breaking the law.

- Preparing orders in accordance with company procedures, verifying accurate delivery against delivery note/invoice and the original order itself and, thereafter, ensuring completion of all necessary stock control documentation in accordance with internal accounting procedures
- Assistance with recruitment and assessment of staff. To encourage good staff, recognise potential and advise poor or untrained staff of the need to improve. Maintain maximum attendance levels to minimise any absenteeism.
- Ensure accidents, illness, absenteeism is reported promptly and followed up.
- Ensuring the security of all keys and areas within the Catering Facility at all times.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Wage control through UDC
- Operational standards on all match days
- M&E benchmarking continuous improvement
- Health and Safety utilising the Sodexo SEM's system
- Management of service and sales throughout all areas i.e. Meetings and Events and Hospitality establishing a target led culture and a focus on growing the business, sales and market share

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential**

- High standard of literacy and numeracy
- Experience in leading a M&E operations team and managing beverage
- Expertly manage day to day challenging client relationships
- Well-developed verbal, non-verbal, presentation and communication skills
- Experience of delivering high quality hospitality operations
- Operational knowledge, skills and experience in managing multi service operations
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with conflicting business challenges
- Ability to interpret and utilise varied financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set, standards and operate to performance criteria; for example health and safety, hygiene
- Innkeepers Licence and SIA personal licence holder
- Stadia and Event management experience
- Self-motivated and able to work on own initiative

**Desirable**

- IOSH managing safely qualification
- CIEH Level 3 qualification

**Contextual or other information**

- Travel and overnight stays may be required to undertake training and business requirements
- To relieve and assist in other establishments in exceptional circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and

objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Analysis and Decision Making
Commercial Awareness	Industry Acumen
Employee Engagement	
Learning & Development	

**9. Management Approval** – To be completed by document owner

Version	V1	Date	12/07/2021
Document Owner	Andrew Boon		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
---------------	--	------	--