

LOCATION: Mid Wales – Newtown

ROLE: Operations Manager

REPORTING TO: General Manager – Gareth Mahoney

ROLE SUMMARY: This role ensures the provision of a rounded and effective operational management function. The administrative remit of the role incorporates communications, allocation of resources, absence recording / authorising / reporting, people management, leadership and similar. There is no requirement for 'technical' management of roles outside of sales, housekeeping and hospitality. There are several 'direct reports' associated with this role

KEY RESPONSIBILITIES:

Management Responsibilities

1. Assist in the General Manager in the implementation of the Business Plan, as required
2. Line manage the Reservation Team Leaders.
3. Attend management meetings and external meetings, as required
4. Take the appropriate part in the preparation of budgets and plans
5. Communicate effectively and proactively with the General Manager, Senior Management Team (SMT) and others in the business through regular updates, briefings, meetings etc

Operational Responsibilities

1. Assist the General Manager in:
 - planning and organising accommodation, catering and other hospitality services
 - ensuring events and conferences run smoothly
 - implementing maintenance, supplies, renovations and furnishings
 - dealing with contractors and suppliers
 - monitoring, maintaining and improving standards of the product and service
 - achieving the desired 'look and feel' of the entire site, including site maintenance and site presentation
 - procuring the necessary items or services required to run the site such as annual deep cleans, waste disposal, recycling, sourcing of cleaning materials and cleaning suppliers, etc
 - ensuring site security including residing on site, as required
 - improving, visitor numbers, sales and the visitor experience
2. Work within agreed budgets and identify cost savings, income maximisation and overhead reductions wherever possible

Sales, Customer Feedback and Quality Management

1. Assist the General Manager in managing the sales function, as appropriate
2. Assist the General Manager in:
 - implementing a programme of quality management
 - responding to all visitor feedback, as appropriate
 - managing complaints effectively

People Management

1. Lead the sales, hospitality and housekeeping teams, as required, including through effective task allocation, delegation, meetings and other communication methods
2. Manage the day to day requirements of the team, to ensure deadlines are met
3. Ensure adequate resources and supplies are in place for the smooth running of the business and maximise efficiency and output
4. Provide 'first line' information for team members in relation to pay, employment and HR queries
5. Attend meetings and lead, contribute, record and follow up as required
6. Identify training and development needs of the team and discuss these with the General Manager
7. Supervise, train and develop team members including through the use of target and objective setting, performance management etc and take necessary action where standards are not being met
8. Monitor punctuality and attendance of all team members within the company and act as the first point of contact for reporting of absences
9. Take the appropriate part in recruitment and selection of new employees
10. Work with HR support in the implementation of disciplinary and grievance measures

Health and Safety

1. Take the appropriate part in the implementation of Health and Safety policies and procedures
2. Ensure all other relevant safety and trading regulations are complied with
3. Ensure all health and safety and other relevant regulatory requirements are adequately communicated to the team
4. Liaise with the HR Advisor where training needs are identified

IT

1. Take the appropriate part in supporting and coordinating the ICT function, including identifying needs and gaps to the General Manager
2. Assist with any ICT projects, as required

Team

1. Show awareness of the needs of fellow team members and show them courtesy
2. Communicate effectively with others in the team
3. Work collaboratively with colleagues in order to meet the objectives of the business

General

1. Take the necessary action to ensure the correct implementation of the General Data Protection Regulations within area of remit
2. In conjunction with the General Manager, manage any projects, as required
3. Assist colleagues in day to day tasks where service demands are high
4. Attend work with a clean and smart appearance, wearing the appropriate attire
5. Undertake any other tasks that may be reasonably requested
6. Implement the policies and procedures set out in the Employment Handbook