



OPERATIONS MANAGER JOB DESCRIPTION

1. IDENTIFICATION OF POST

Post Title: Operations Manager
Responsible to: General Manager
Responsible for: all catering staff

2. JOB SUMMARY

The Operations Manager is responsible for the day to day operational management of the food and beverage business, facilities and commercial events at Cuerden Valley Park. You will manage our Café and Visitor Centre, develop and expand our catering and commercial events, to generate profits to invest in our charitable objectives at the Park. You will improve our visitor experience through your team, building the brand value and reach.

3. MAIN DUTIES

- Day to day presentation and operation of the Visitor Centre building
- Manage external contracts (e.g. cleaning and waste) for the Visitor Centre
- Manage the day to day operation of Cuerden View Café.
- Ensure the food and beverage offer is profitable, innovative, competitive, responsive to visitor expectations, dietary needs and compliant with all food related legislation.
- Manage relationships with suppliers and the sourcing of goods and materials in accordance with our ethos.
- Respond to customer feedback and use social media to promote the F&B offer and related events.
- Ensure excellent levels of food hygiene and related record keeping are maintained.
- Set and maintain consistent high levels of customer service

- Be responsible for the ordering of stock, and to monitor and record wastage.
- Be responsible for end of day financial reports, cash, stock and all sales and purchases.
- Manage staff rotas within financial targets and business requirements
- Monitor income and expenditure, analyse and report on financial performance against agreed targets.
- Deliver and increase the number of corporate and private functions, managing key relationships including the wedding partner.
- Work in partnership with internal and external stakeholders to identify opportunities to expand the F&B offer in the Park
- Work with colleagues and stakeholders to develop commercial events which are suitable for the location and profitable for the Park.
- Carry out annual staff performance reviews.
- Lead on staff training and development as part of the performance review
- To attend Board meetings and prepare reports as required
- To deputise for the General Manager in his/her absence.

4. PERSON SPECIFICATION

To fulfil this role the following knowledge, skills, experience and attributes are required:

- Commercially astute operations manager
- At least 3 years experience of working and managing in busy visitor attractions and customer-focussed environments
- Strong background in catering and hospitality at supervisory and managerial level
- High standards of presentation and customer service with an eye for detail.
- Enthusiasm and energy to tackle a variety of daily challenges while planning for the longer term.
- Passion for food and beverage business, conscious of environmental and ethical supply chain, promoting local produce and suppliers.
- Excellent financial manager capable of analysing performance and reporting to Directors
- Proven track record of managing budgets, cash handling and negotiating with suppliers
- Demonstrable knowledge of food hygiene standards and regulations
- Ability to identify new opportunities and trends in the F&B and events businesses.

- A great communicator who works collaboratively
- Ability to inspire, motivate and develop your team
- Excellent verbal and written communication skills
- Ability to use digital social media effectively
- Passion for the natural environment and wildlife

Terms and Conditions

Salary: £28,000

Contract Permanent

Pension: The post holder will eligible for employer's contributions of 5%.

Hours of Work: 37.5 hours per week with regular weekend and some evening work required. Overtime is not paid but time off in lieu may be taken.

Holidays: 23 days per annum

Place of work: Cuerden Valley Park, Visitor Centre, Berkeley Drive, Bamber Bridge, Preston PR5 6BY