

## OPERATIONS MANAGER JOB DESCRIPTION

Job Title: Operations Manager

Reporting to: CEO

Responsible for: Duty Manager team and Reception Team Leader and Reception Team

Starting Salary: Management Band 1-3 (depending on experience)

Hours: 40 hours per week (some weekend and evening work required)

## OVERALL PURPOSE

The post-holder will oversee the day-to-day operations of the centre, providing a reference point regarding the management of daily activities for staff and customers, while ensuring that health & safety procedures are followed, and customer service standards are high. The post-holder will be responsible for the line management of the front of house teams - Duty Managers & Reception – and will work closely with the Shop, Café and Courses Managers to support the ongoing effective operation of their respective functions. A primary function of the role is to drive customer service standards while supporting the front-line staff in the centre working in their specialist roles.

## SPECIFIC DUTIES:

### CUSTOMER SERVICE MANAGEMENT

- Ensure excellent customer service delivery throughout the front-line functions in cooperation with the Department Managers, driving increases in standards from Reception and the Duty Manager teams.
- Act as a point of contact for both staff and customers concerning the front-line functions during the normal opening hours of the centre.
- Ensure that the centre is fit for operation in respect of amenities and customer facilities.
- Provide leadership and direction to staff in excellent customer service, sustainable practice and appropriate H&S practice.
- Respond promptly to customer feedback and complaints (or ensure that this is done by relevant departmental manager)
- Log and analyse customer complaints with a view to improving service across all areas of the organisation
- Lead continual improvement in service provision with a view to maintaining our position at the forefront of the industry.

### HEALTH AND SAFETY MANAGEMENT

- Ensure that the centre is safe for staff and customers on a day to day basis through adherence to our health and safety policies and procedures.
- Manage, update and continually review our entry procedures and relevant compliance with industry and H&S best practice..
- Ensure all information regarding entry processes, registration forms etc. held on the website is current and accurate.
- Review and update of all risk assessments and H&S policies relevant to the role annually and when required.
- Improve the H&S standards in the centre through working with all departments and senior management to remain at the forefront of our industry.

- Ensure that the centre is cleaned according to appropriate standards (in collaboration with facilities manager)
- Manage first aid provision requirement (including ensuring compliance with legislative requirements, organising training for staff, upkeep of AED etc)
- Manage first aid supplies
- Complete monthly accident and health and safety report
- Complete annual accident report analysis
- Collate poor practice data and complete annual report
- Work regular Duty Manager shifts including weekend and evenings.

#### LINE MANAGEMENT (DUTY MANAGERS & RECEPTION)

- Ensure staff are appropriately trained and carry out their roles according to their job descriptions and H&S legislation.
- Ensure daily record keeping by staff is efficient, accurate and in accordance with our information security policy.
- Ensure staff adherence to the Castle Sustainability Policy.
- Roster all staff shifts and manage staff absences and holidays.
- Ensure all staff complete their timesheets accurately and in a timely manner.
- Develop staff performance standards.
- Conduct ongoing, regular performance management of team, through informal and formal processes as required.
- Conduct annual staff appraisals of team with support from HR.
- Conduct all required recruitment, training and onboarding of new team members with support from HR.
- Provide line management support to front-line staff when appropriate/required (including line management support to shop and café staff when required in lieu of the department manager).
- Ensure ongoing development of team including provision of regular team meetings/training workshops and annual team building/development days.

#### SALES/MARKETING MANAGEMENT

- Contribute to annual price review and implement new prices as per senior management requirements.
- Ensure products are marketed to the highest possible standards in collaboration with the courses and bookings manager and the marketing coordinator.
- Contribute to the Castle website & social media content through blogs/posts.

#### ACCOUNTS/FINANCIAL MANAGEMENT

- Ensure that the safe ledger and cash counts are accurate and up to date, including ensuring that corrections are made immediately, and errors notified.
- Work to budget and input into department budget creation.

#### STRATEGY

- Participate in strategic and business planning processes with the Board of Directors and Management Team when required.

- Formulate business strategy for the development of the Duty Manager and reception teams and functions.
- Work with the management team on creating and implementing sustainability targets and helping the company to achieve its sustainability goals.

## REPORTING

- Provide written monthly reports to the CEO on relevant areas of centre operations.
- Provide monthly H&S and accident reports.
- Provide annual H&S and accident report.
- Provide an annual operations report.

This job description reflects some of the present requirements of the post (i.e. it is not exhaustive), and as duties and responsibilities change/develop, the job description will be reviewed and subject to amendment in consultation with the post-holder.