



## Job Description

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Reporting to:</b>	<b>Chief Executive</b>
<b>Contract type:</b>	<b>Full Time, Permanent</b>
<b>Hours of work:</b>	<b>40 hrs per week</b>
<b>Salary:</b>	<b>£30k - £35k (negotiable depending on experience)</b>
<b>Days of work:</b>	<b>Monday – Thursday 9am - 5.15pm, Sunday 9am - 6.30pm (Occasional evening and Saturday work may be required)</b>

### Key Purpose

The Operations Manager will be a member of the Senior Management Team (SMT) of Employers For Childcare and will be responsible for every aspect of the day-to-day running of High Rise including the facilities, operational and financial performance of the centre and ensuring all guests have a positive experience. This is a hands-on role and the successful candidate will be required to provide ongoing training and coaching for the Deputy Manager and team leaders and will be responsible for maintaining excellent standards of customer service.

### Key areas of responsibility include:

#### Facilities Management

- Ensure all facilities – internal and external - are properly maintained to the highest possible standard through overseeing regular inspections, day to day repairs, maintenance, groundskeeping and external service contracts.
- Maintain the car parks ensuring they are safe and free from obstructions or litter, and adequately gritted in bad weather.
- Overseeing all aspects of cleaning, waste management and pest control.
- Ensuring the lighting and heating systems are working efficiently and arrange for maintenance where required.
- Ensure all premises and systems meet government regulations and environmental, health and security standards.
- Manage the office systems including all IT and office equipment with the support of our IT provider

#### Health and Safety

- Overall responsibility for ensuring High Rise is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice.

- Health and Safety Officer for the site ensuring all Health and Safety checks are scheduled, completed and recorded.
- First Aider with overall responsibility for administering first aid in the event of an accident and ensuring additional staff are adequately trained as First Aiders.
- Ensure all appropriate risk assessments are carried out on a regular basis and reviewed after any accidents or near misses in the centre.
- Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures ensuring appropriate investigations are carried out, records kept in line with relevant legislation and reports made to the relevant authorities if required.
- Implement and regularly review an emergency action plan for the centre and carry out regular tests of the emergency procedures, fire exits and fire evacuation procedures ensuring all staff are fully trained to assist guests to safely exit the building.
- Oversee the maintenance and safety of all facilities and equipment including daily and monthly safety checks on climbing walls, soft play area, sensory rooms, café and toilets and complete relevant documentation such as inspection logs as required.
- Assume overall responsibility for effective use of the alarm, CCTV and security systems.
- Ensure CCTV footage of accidents and incidents is properly downloaded and saved in line with both company procedures and relevant Data Protection legislation.
- Ensure the alarm and security systems are tested regularly and report any issues to the alarm company promptly.
- Opening and/or closing the centre and for attending alarm call outs as required.
- Comply with the organisation's Key Holder Roles and Responsibilities policy.

### **Supply chain management**

- Maintain and control stock inventory including ordering, issuing and accounting for.
- Ensure appropriate levels of stock are maintained and regular stock takes completed.
- Use best business practices to manage and reduce operational costs including regularly comparing costs for services and goods ensuring the best and most efficient suppliers.
- Resolve issues that arise eg delays in delivery, to minimise impact on service to guests.

### **Staffing**

- Managing performance of the staff team - including the Deputy Manager and Team Leaders as direct reports – ensuring all staff receive ongoing support and supervision, with training needs identified, in line with organisational procedures.
- Workforce management and planning including recruiting, inducting, training and supervising all new staff with the support of the HR department.
- Scheduling the staff rota to ensure adequate cover at all times; including job rotation, training, holidays, cover for absence and overtime scheduling, meeting first aider and designated officer ratios.
- Monitor daily workload to ensure quality, consistency and accuracy of team member engagement with visitors, ensuring all staff perform to agreed standards and targets.
- Overall management of employee relations issues for the centre including consistent application and implementation of HR policies and procedures.
- Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same

- Ensure effective communication of promotions, offers, or special events to all staff on a regular basis.

#### **Financial and Management reporting**

- Manage the overall operational, budgetary, and financial activities of the centre against KPIs supported by the Finance department and SMT colleagues.
- Review performance, analyse financial data and report to Chief Executive on sales and overall profitability.
- Oversee opening and closing procedures including setting up till systems in the morning and completing end of day banking.
- Completion of weekly payroll information for finance in a timely manner.
- Ensuring effective banking procedures are maintained.
- Implement and regularly review normal operating procedures for the centre and make timely recommendations for improvements to policies, procedures and systems.
- Attend Board, management and other meetings as required.

#### **Customer service**

- Always ensure excellent standards of customer service.
- Ensure all staff are trained and confident in supporting guests who have additional needs or a disability to ensure that they have the best possible experience in the centre
- Deal with enquiries, complaints and emergencies in a calm and professional manner.
- Working with colleagues in SMT, in particular the Communications Manager, liaise with stakeholders, promote and market the centre and its various activities to maximise revenue and represent the organisation at external meetings and events.
- Ensure staff and guests are aware of the procedures for giving feedback on their experience and that results are communicated with staff.

#### **General**

- Always comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality.
- Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**



## Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

### Job Title: Operations Manager

Factors	Essential Criteria
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent qualification in Operational Management or other relevant Business-related discipline</li> <li>• Minimum of 3 years' experience gained during the last 5 years working in a similar role to include:               <ul style="list-style-type: none"> <li>○ working at senior management level</li> <li>○ managing and supervising staff</li> <li>○ leading and motivating a team</li> <li>○ facilities management and maintenance</li> <li>○ controlling and monitoring budgets</li> <li>○ understanding of general finance including profit and loss, balance sheet and cash flow management</li> </ul> </li> </ul>
	<b>Desirable Criteria</b>
	<ul style="list-style-type: none"> <li>• Valid First Aid at Work qualification</li> <li>• Relevant Health and Safety qualifications</li> <li>• Relevant experience within any of the key aspects of the business - climbing walls, soft play, café, sensory rooms</li> <li>• Experience working in a direct service environment</li> <li>• Demonstration of commercial acumen</li> </ul>
<b>Skills, Aptitude, Qualities and Behaviours</b>	<b>Essential Criteria</b>
	<ul style="list-style-type: none"> <li>• Exceptional customer service and engagement skills</li> <li>• Excellent administrative and cash management skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Computer literate with a working knowledge of Microsoft packages</li> <li>• An outgoing and enthusiastic personality with the ability to provide effective leadership and motivate staff</li> <li>• Self-motivated with the ability to work independently using initiative to prioritise work and manage deadlines</li> <li>• Ability to multi-task and work in a fast-paced leisure setting</li> <li>• Strong analytical, organisational and planning skills</li> <li>• Strong communication skills to engage with a wide range of people both internally and externally, articulating key points clearly and proactively to promote our services to a wide-ranging audience</li> <li>• Ability to build constructive working relationships with colleagues, visitors and partner organisations</li> <li>• Strong team player with the ability and mindset to work with colleagues to jointly achieve organisational objectives</li> </ul>
<b>Knowledge and Understanding</b>	<b>Essential Criteria</b>
	<ul style="list-style-type: none"> <li>• An understanding of the work and vision of Employers For Childcare</li> <li>• A working knowledge of Health and Safety Regulations and Fire Regulations</li> </ul>
	<b>Desirable Criteria</b>
<b>Special Circumstances</b>	<ul style="list-style-type: none"> <li>• Knowledge of relevant legislation that will impact on service delivery including disability/accessibility requirements</li> </ul>
	<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>• Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</li> <li>• Full driving licence and access to a car</li> <li>• This post is subject to a criminal record disclosure check which will be applied for through AccessNI</li> <li>• You must be resident in the UK and eligible to work</li> </ul>