

JOB DESCRIPTION
Operations Manager

Job Title:	Operations Manager
Responsible to:	General Manager
Responsible for:	Head of Departments – Events, Site team, Admin and Retail, Reception, Livestock, Maintenance

Location:	Kent Life
-----------	-----------

Main Purpose of Job:

Proactively manage areas of responsibility within Kent Life to ensure the customers and team have a great experience and standards of health and safety are maintained at all times, deputising for the General Manager in their absence with a key focus on developing the events programme for Kent Life.

Main responsibilities

- Proactively support the General Manager in the day to day running of the site
- Develop a new, creative and exciting programme of events to attract new visitors to the heritage farm park. Ensure there is something different going on throughout the year to showcase Kent Life considering any industry trends, competitor analysis and attraction visits.
- Oversee the events team to develop, continually improve and create new/exciting ideas to enhance the current event programme
- Support in the planning, implementation and delivery of all events, daily activities and private hire
- Liase closely with the wedding company to ensure smooth venue hire
- Help to maintain the site processes so they remain legally compliant; the site is well maintained and clean. Report any concerns immediately and action as necessary to ensure visitor and employee safety
- Undertake site management responsibilities to ensure all areas of the business are ready to open and critical daily safety checks have been undertaken
- Ensure all operations on site adhere to normal operating procedures and maintain high levels of professional standards at all times
- Ensure stock, equipment and/or stationery is available and managed in line with both the business needs and the budget.
- Ensure all areas of health and safety are reviewed and updated in line with our company procedures ensuring a presence around the site particularly at key times throughout the day.
- Ensure any faults, maintenance issues or any concerns regarding health and safety are addressed immediately and managed to ensure a safe and well maintained site and in line with the compliance details of the lease contract with Maidstone Borough Council.

- Act as a main link to 3rd party suppliers including security, sewerage, refuse collection, pest control, to ensure all service levels are managed appropriately.
- Support and assist as necessary to manage Head of Departments to ensure they are complying with all standards and procedures laid out for their areas of responsibility
- Manage the continuous dynamic risk assessment as required and action as necessary in line with the General Manager
- Produce reports as required by the GM to include, but not limited to health and safety, weekly finance, performance, accident stats
- In line with the General Manager, support and manage all Heads of Departments to ensure staff are recruited, inducted and managed in line with business needs, employment law/employee handbook
- Produce and manage a training programme and record keeping process for your areas of responsibility to evidence compliance, training and development for all team members
- Ensure all Head of Departments and their teams offer exceptional customer service at all times and go out of their way to ensure the customer has the very best experience to encourage customer return
- Ensure a proactive and professional management presence around the site throughout your shift and develop the culture of helpfulness across the site stepping in and supporting the teams whenever required
- Ensure all Human Resource paperwork is issued and accurate records maintained in line with company standards
- Along with the General Manager and/or HR Consultant undertake any HR action as required in line with company policy
- Response to out of hour emergency calls and attend site to resolve any problems as required
- Respond effectively to any incident on site which might require assistance of the emergency services (such as police, ambulance or fire services)

General responsibilities

- Lead, motivate, and support the heads of departments and team members
- Improve operational management systems, processes and best practices
- Perform Duty Management role which includes the opening and closing of site and adhere to procedures: i.e. finance, everyone is off site etc
- Handle customer complaints in a professional manner and action quickly to reduce the risk of the complaint escalating
- Attend HOD meetings and proactively contribute as required
- Ensure continuous development for both yourself and your team to develop personal knowledge of site and skills

Additional duties:

- Undertake any other reasonable management request
- Attend staff meetings or training as and when required
- Work flexibly where possible to support the business when required

Legal Duties:

- Comply fully with all legal requirements including GDPR, Employment law, Weights and Measures, (this list is not exhaustive)
- Attend any Health and Safety training when required
- Ensure full compliance with all areas of Health and Safety as per company Health and Safety policy at all times

This job description is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting the business needs is required by all employees.

I confirm that I have read and agreed this job description explained the main duties of my job, however I understand that this list is not exhaustive.

Signed: _____ (Job Holder)

Print Name: _____

Date: _____

PERSON SPECIFICATION
Operations Manager

Qualification

	Essential	Desired	Measured
Minimum degree level education		Yes	Certificates, Interview, application
First aid		Yes	Certificates, interview, application

Experience

	Essential	Desired	Measured
Minimum 4 years events management experience	Yes		Application/interview
Minimum 2 years Customer Service	Yes		Application form/Interview
Previous experience in managing large events/teams	Yes		Application form/Interview
Familiar with industry standards	Yes		Application form/Interview
Financial budgeting, cost controls	Yes		Application/interview

Skills

	Essential	Desired	Measured
Strong team building	Yes		Interview
Good decision making	Yes		Interview
Good people management	Yes		Interview
Strong organisation	Yes		Interview
Computer literate	Yes		Interview
Excellent customer service	Yes		Interview
Excellent communicated	Yes		Interview

Personality

	Essential	Desired	Measured
Confident	Yes		Interview
Friendly	Yes		Interview
Hand on approach	Yes		Interview
Professional and approachable	Yes		Interview
Helpful, willing to put themselves out	Yes		Interview

Full driving licence required due to out of hours emergency

WAGE	CONTRACT TYPE	DAYS
Discussed at interview stage	Permanent – 40 hours	ANY 5/7