



TITLE: OPERATIONS MANAGER

DESCRIPTION OF ROLE:

A varied and rewarding role, this position offers fantastic career progression opportunities and general business skill development. The Operations Manager reports directly to the business owner, managing all aspects of the business on behalf of the owner's directive. They oversee the smooth running of all business, office, front of house and skipper operations all year round. The managers of all these sections will report to the Operations manager on a regular basis throughout the season. This role requires exceptional leadership and organisation skills. Versatility and flexibility come hand in hand with this business, so being willing and able to step in to all the businesses roles at a moment's notice will be expected. Due to the pivotal nature of this role, an opportunity for annual bonuses will be available to this person as an additional incentive for longevity.

RESPONSIBILITIES/REQUIREMENTS:

- **Liaising with FOH, Office and skipper management:** Weekly ops meetings
- **Hospitality management and knowledge:** The Operations manager must have a strong understanding of the hospitality industry and years of hospitality management experience so that you can provide exceptional service and train other members of staff.
- **Finance management:** Invoice payments / banking / cash up reconciliation etc.
- **Rota management:** Record and managing all staff availability and requirements, creating weekly rota's and managing staff costs.
- **Staff recruitment:** Posting jobs and managing the recruitment process.
- **Staff training:** Incentivising development, hosting or arranging training when required.
- **Staff management:** Job descriptions, disciplinary action, hourly rates, promotions, employment contracts, notice periods, starter forms etc.
- **Product management:** Pricing, profit margins, suppliers, food & drink menu pricing, till programming etc.
- **Marketing:** Management of social media is ongoing. Having managers film/take pictures on the boat during events, correct signs and posters, mailshots, leaflet distributions all go hand in hand with this role.
- **System management:** Ensuring effective and efficient systems are in place for all areas of the business. If there is a problem anywhere, you will find a solution.
- **Inventory management:** Glassware, Crockery, cutlery, linen etc.

- **Wet/dry stock management:**
- **Payroll processing:** Managing/recording staff hours ensuring not to overspend on labour.
- **Event management** and marketing delegation.
- **Managing business partnerships/relationships**
- **EHO compliance:** Regular fridge and freezer temp checks and record keeping etc.
- **First aid/safety management:** First aid training / First aid supply & monthly checks / accident forms / fire extinguishers etc.



Qualities and skills needed:

- Strong management and leadership skills
- Self-motivated and disciplined
- Highly experienced in Hospitality
- Enthusiastic and polite
- Well organised / methodical / thorough
- Professional yet flexible
- A 'People person'
- Friendly and approachable
- Trustworthy
- Able to use your initiative
- Team player
- Strong attention to detail

TRAINING: This successful candidate for the position must have a strong overall understanding of the business, and more generally speaking, the hospitality industry. As such, a unique training plan is in place to ensure the needs of the role can be met by the successful candidate. We will ensure that you feel confident and reasonably experienced in the role before we expect you to have sole ownership of the daily operations of the business. The training plan will be explained in further detail during the recruitment process.

EXPECTED HOURS: 45 hours per week, and 37.5 hours during the winter period (November – February) although mostly office based, the role will occasionally involve running complicated shifts and/or events on the Sabrina. The Operations Manager is responsible for managing their own time and hours to fit the needs of the business. Weekends and evenings are expected when required, working 5 out of 7 days. 75 % of your holidays are to be taken out of season between November-February.

During the off-season (November – February) – This role will be entirely office based. You will be required to work 37.5 hours per week. We encourage all our staff to take the Christmas

period as annual leave. This is because the business doesn't operate boat trips throughout the winter period (November – February)

SALARY: £31,000 Per annum + Annual bonus



WHAT WE OFFER YOU:

- The skills and experience crucial to running your own business in the future.
- Shape the business – as long as an idea works, generates new business and makes our operation more efficient, we are always open to change. The Operations manager will use their prior experience and familiarity of the hospitality industry to upgrade and improve the products that we offer, and the systems that we use to run our operations
- Annual performance bonuses – financial rewards for hitting your targets, it's as simple as that!
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