

THE TETLEY

JOB DESCRIPTION

Operations Manager

(maternity cover – mid September start, 9 month min contract)

Full-time: 40 hours per week

Salary: £33000-£35000 per annum dependent on experience

Holidays: 25 days holiday plus statutory holiday allowance (33 days in total)

Starting September 2021

Reports to: Director

Staff Managed: Event Sales Manager
BKE Manager
Head Chef
Facilities & FOH Manager

OVERARCHING REMIT

A leadership role working closely with the Director, Senior Management Team, PEL Board and staff team to oversee and line manage our commercial operational team. The main objective during this cover will be to maintain high standards in our Bar & Kitchen and Gallery, ensuring targets and overhead budgets are met as communicated. A background in hospitality management is key to succeeding in this role.

Report on performance and forward plans to PEL and PSL boards

FINANCIAL TARGETS

- Combined sales line, Food, Beverage, Event and Retail direct revenue attainment to budget
- Food & Beverage margin to budget
- Payroll percentage to budget
- EBITDA achievement to budget

NON-FINANCIAL TARGETS

- Achieve a net promoter score from customers
- FSA/EHO Guideline adherence to retain 5* Food Safe Hygiene rating
- Management of Duty Managers, personal development plans & objective setting

KEY TASKS AND RESPONSIBILITIES:

Income Generation & Finance

- Do all that is necessary to achieve margins and hit targets, approaching the role as a stakeholder, providing creative input and identifying and maximizing on all opportunities to develop The Tetley.
- Take overall responsibility for all commercial operations including signing off rotas, communicating sales targets, budgeting, reporting financial performance and forward planning.
- Oversee the weekly financial reporting, including monitoring wastage, ensuring that it is completed accurately and by the deadlines set.
- Lead Bar, Kitchen, Event and retail meetings analysing sales performance, margins, payroll, reviewing and planning for events, reviewing customer feedback and trends, conducting competitor analysis and ensuring all actions on the collective action plan are completed or in progress.
- Lead on facilitating systems and processes to collect and analyse customer data, and be responsive to this information and to other consumer trends.
- Work with the Event Sales Manager to identify opportunities, particularly out of the kitchen to drive business.
- Work very closely with the Head Chef to assess, develop and deliver new menus.
- Work with Retail and Venue Hire Co-Ordinator to ensure our retail offering is relevant and up to date.

Visitor Experience

- Build, lead and coach Duty Management team along with FOH teams to deliver the highest standard of customer service and care.
- Call and lead regular all team meetings and ensure regular communications through Slack, email and notice boards, keeping the team well-informed, motivated and working well as a team.
- Work with the Duty Managers to oversee all staff training, ensuring that all training records are maintained and kept up to date and steps of service are clearly communicated and adhered to.
- Ensure Duty Managers have daily and weekly checklists in place for Kitchen and Front of House teams and that they are appropriate and in use
- Ensure you and all your team are well-informed about events, products, menu, exhibitions, programme and general operation of the building and gallery in order to communicate with the team and with customers.

Operations

- Oversee all Health, Safety & Hygiene policies and procedures, ensuring that they are adhered to in all departments and that high standards are set and consistently met.
- Oversee total security of company stock.
- Ensure that the building, equipment and furniture is safe and fit for purpose, managing the capital, maintenance and sundry budget in consultation with the Facilities & FOH Manager and ensuring repairs and maintenance are completed in a timely manner.

Team Management

- Ensure all staff have clear job descriptions, roles & responsibilities and that recruitment and induction procedures are in place and adhered to for all new staff.
- Ensure that there are appropriate staff incentives in place and that hard work and initiative is recognised and rewarded, and inappropriate behaviour and poor standards pulled up and rectified.
- Take overall responsibility for overseeing line management of BKE Manager, Head Chef, Events Sales Manager and Facilities & FOH Manager ensuring that processes are adhered to and regular appraisals taking place.

General

- Work as part of the Senior Management Team to maintain the brand and values of The Tetley.
- Be an ambassador of The Tetley both inside and outside of work.
- Attend staff meetings and off site meetings as required.
- Ensure that all policies and procedures are adhered to.
- Ensure adherence to data protection and GDPR regulations and related internal policies and guidelines, in relation to the collection, storage and use of personal data.
- Participate in staff team activities and training.
- Be a key holder for the building and ensure secure opening up and closing of the building.
- Exemplify The Tetley's values and standards and lead by example, ensuring your own personal hygiene, appearance and standards are exemplary.
- Undertake other duties as may be required to ensure the smooth running of The Tetley.

PERSON SPECIFICATION

- Industry experienced individual, ideally with minimum 15 years in HORECA sector.
- A deep understanding of the 4 pillars necessary to create a great hospitality experience – People, Property, Product & Performance and a passion for outstanding hospitality, food and beverage.
- Clear management experience, both in terms of hands on and appropriate qualifications, leadership and clarity of communication coupled to a diligent focus on both collective and individual action plans.
- A self-motivated, driven individual with an owner operator / stakeholder mindset who sees the potential career advancement in fulfilling the requirements of the PSL charity contribution.
- Essential financial competency, understanding and focus is required. Including allocation of budgets, P&L comprehension, margin tracking, payroll controls alongside fundamental overhead controls.
- Experience of end-to-end responsibility for; procurement, costing model, service standards, cash management, EPOS & stock management systems, personal appraisals, performance management, aptitude and attitude recruitment.