



Post: Operations Manager

Responsible to: General Manager

Responsible for: Front of House Staff, All site operations

Overall job purpose

Working alongside the General Manager to manage the day-to-day running of the venue alongside the scheduling of the bar staff, floor staff, stock management, drink quality and health/safety compliance throughout the pub.

As a manager you will be involved in all aspects of the business including running busy shifts ensuring that both customers and staff are having a good time, talent management, development and recruitment and of course ensuring that financial targets are met.

In addition to these key operational areas the Operations Manager will be expected to grow and promote the venue offering alongside the Directors.

You will compliment a strong, entrepreneurially driven business culture, with customer focus, quality excellence and inspired operational leadership.

Key operational responsibilities include: Running shifts; Quality Control and Customer Satisfaction; Operational efficiency and resource allocation and Team management, performance and training; events and outside catering.

Key Objectives

Operational efficiency and resource allocation

- Maximise business efficiency through effective allocation of labour, materials and equipment ensuring all job stages are completed satisfactorily in line with company standards.
- To manage and control all direct costs.
- Maintaining effective working relationships with suppliers to maximise quality, value, service levels and cost effectiveness.

Business development and marketing

- Maximise business through use of social media, online presence and The Sally website as well as other channels (Linkedin, Twitter, Instagram).
- Attend, as required, networking and business development events to promote The Sally as a destination
- Identify business development opportunities and prepare business cases for the Directors.
- Explore events, outside catering and any other services complimentary to The Sally



Quality Control and Customer Satisfaction

- Constantly maintain the company quality standards and Customer care
- To ensure the implementation of best practice in all aspects of the company's operations.
- To ensure that we meet and exceed customer expectations in terms of service, reliability, quality and responsiveness.
- To ensure ongoing communication with clients before during and after their visit
- To seek customer feedback and maintain customer satisfaction records

Team Management, Performance and Training

- To direct the activities of the team, providing a clear focus on individual responsibilities, job roles and performance standards
- To constantly drive performance through ongoing communication, feedback, support and team motivation
- To oversee the internal and external training requirements and training delivery for all operations personnel including induction, certification and Tool Box Talks where appropriate.
- To instigate disciplinary procedures when necessary, in accordance with the company policy and current employment legislation.
- Ongoing recruitment of staff as required.

Responsibilities

Health and Safety

The post holder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

Quality

To support The Sally in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.



Person Specification

Skills & Abilities	
Essential	Desirable
<ul style="list-style-type: none"> • Sound commercial knowledge and demonstrable understanding of the sector. • Must be passionate about the hospitality industry & constantly delivering top class customer service • Highly motivated manager who enjoys the challenge of business expansion and a degree of managerial independence. • Charismatic and client focussed. • Articulate and well organised with a highly developed sense of priorities. • Hands-on approach, a good communicator at all levels, persuasive and credible. • Adaptable, flexible, able to thrive on challenges whilst handling a multitude of tasks and responsibilities. • Strong commercial and entrepreneurial skills • Strong organisational abilities including prioritisation, planning, people management and motivation. • Leadership qualities with the ability to instil the ethos of high quality service delivery. • Excellent interpersonal skills including the ability to communicate effectively both in writing and face to face. • Flexible and adaptable in approach to working hours and job tasks 	<ul style="list-style-type: none"> • Understands the pressures of working for an entrepreneurial company
Knowledge, Education & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Qualified in relevant discipline • Extensive beer, wine and cocktail knowledge • Experience in key management accountabilities of stock control, health and safety and HR best practice • Passion for the industry and a creative flair 	<ul style="list-style-type: none"> • ILM Level 5 in Management or willingness to study



Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Already an operations manager with a strong understanding of quality establishments • Strong working knowledge of F&B • Experience at Operations Manager level within £1m + environments showing exposure to strong business and leisure-based operations within your history • People Performance management and team building • P&L / Job Costing / Budgeting / Forecasting 	
Personal Attributes	
Essential	Desirable
<ul style="list-style-type: none"> • Self-motivation with drive, energy and initiative. • Professional, consistent personality • Passion for excellence • Performance and results driven • Dedicated team player • Disciplined and methodical • Self-manager who will "own" their area of responsibility. • Innovative - generates ideas for business improvement • Discreet with ability to maintain confidentiality; • Tactful, diplomatic and assertive when dealing with challenging situations. 	
Any Other Requirements	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to represent the business throughout Cumbria and the UK as and when required • Ability to cope with the challenges associated with the role. 	