

## Operations Manager

A senior and dynamic role within the organisation.

### JOB TITLE:

Operations Manager

### PURPOSE OF THE JOB:

To work as part of the company's senior management team and to take full control of the company's operations and its' policies. The Operations Manager will assist the General Manager in the day-to-day running of the overall business and they will play a key role in the future development of the organisation.

The role will require travel between 9 locations all within Oxford.

### MAIN DUTIES & RESPONSIBILITIES:

- Conducting office management tasks
- Ensuring safety regulations are adhered to
- Implementing measures to provide motivation for employees
- Overseeing customer service and customer service training
- Overseeing the HR Function and all its' operations.
- Preparing, revising and submitting reports, budgets and other documentation.
- Communicating information between the shops, the company departments and the senior management team.
- Performing training sessions.
- Implementing quality management and regulatory compliance strategies
- Communicating with customers and following up on customer complaints
- Inventory control across all sites
- Ensuring that the company gross margins are met and improved
- Implementing company policies
- Monitoring suppliers and dealing with any issues
- Ensuring that all shops maintain a 5 out of 5 health and safety rating score
- Overseeing the management of all equipment and maintenance contracts
- Ensuring that all the shops have the correct equipment, utensils and products
- Assuming full responsibility for all aspects of environmental health and food hygiene within the business

**CANDIDATE:**

An independent individual who is able to work unsupervised and who is capable of handling a fluctuating workload. The candidate will need to be able to commute between all of our shops, ideally by bicycle. The role will require weekend work and unfixed days off. The candidate must be able to manage people from different cultural backgrounds and must be very organised, detailed, motivated and have exceptional communication skills, both written and oral. Suitable candidates will have a calm demeanour and will be able to juggle their workload appropriately.

**REPORTING TO:**

The General Manager

**WORKING HOURS:**

Full time contract  
45 hours per week spread over five 9 hour long working days.  
Working days will be any 5 out of the 7 days of the week

**SALARY:**

£ 38,000+ pa based on experience

**BENEFITS:**

Company bonus scheme  
Food and drink allowance when on shift  
Flexible working pattern  
Company pension scheme  
Company sick pay scheme  
Additional benefits will be discussed during interview process

**PROBATION:**

6 months

**REVIEW:**

Annual

**EQUIPMENT:**

Company laptop and mobile provided

**LOCATION:**

Based at the Gloucester Green Head Office but may be asked to work from different locations within Oxford.

## Person Specification

### KNOWLEDGE:

#### Essential:

- An understanding of basic management accounting – ie gross margins, labour costs and gross profit analysis
- A comprehensive understanding of costings and mark ups
- An understanding of stock movements, transfers and stock taking
- A general understanding of catering equipment

#### Desirable:

- Being familiar with our company and our values
- Familiarity with the Oxford area

### WORK SKILLS:

#### Essential:

- Excellent communication and arithmetic ability
- Proficient IT user and comfortable within all microsoft applications
- Exceptionally well organised and detailed
- Analytical in approach to tasks
- The ability to multitask while still being productive
- Excellent customer service skills and mannerism

#### Desirable:

- Having an entrepreneurial approach

### EXPERIENCE:

#### Essential:

- Previous management experience in catering
- Previous management across multiple locations
- Previous operational management

### EDUCATION:

#### Essential:

Higher Education – Bachelor Degree equivalent

#### Desirable:

Food hygiene and first aid qualifications