

OUTLINE JOB DESCRIPTION

DALESBRIDGE CENTRE

POST TITLE	Operations Manager	POST REFERENCE	DC	MI	01
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The following information is furnished to help those people considering joining Dalesbridge Centre, to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- 1 Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
- 2 Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- 3 Dalesbridge Centre is an Equal Opportunities Employer and requires its employees to comply with all current equality policies

PRIME OBJECTIVES OF THE POST:

- To undertake the day-to-day operational management of the business
- To assist in promoting Dalesbridge Centre and its services to key customer groups
- To ensure the business is run in a professional and profitable manner

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

Responsible for the supervision of full-time, seasonal and casual staff

SUPERVISION AND GUIDANCE:

- Responsible to the Centre Director, but is essentially self-supervising
- Expected to show a high degree of initiative and take decisions within broad guidelines

RANGE OF DECISION MAKING:

- Responsible for effective stock control and ordering
- Responsible for recruitment and retention of staff
- Using good judgement across a range of business decisions to ensure greatest profitability
- Implements Dalesbridge Centre policies, where applicable

RESPONSIBILITY FOR ASSETS, MATERIALS ETC:

- Responsible for appropriate use of business resources
- Responsible for the information security and data protection compliance

CONTACTS:

Centre Director, suppliers, contractors, tenants, partner organisations and customers at all levels

RANGE OF DUTIES:

- 1 To ensure the smooth running of the business on a day-to-day basis
- 2 To ensure customer requirements are met
- 3 To assist in promoting Dalesbridge Centre and its services to key customer groups
- 4 To monitor outcomes and deliver projects to timescales and within budget
- 5 Liaising with customers regarding requirements for events and functions
- 6 Ensuring costs are minimised through effective purchasing
- 7 Prepare quotations for particular customer groups
- 8 Gathering of customer feedback, data and maintaining database
- 9 Recruitment, motivation and supervision of staff
- 10 Management of work rotas
- 11 Financial management, cashing up and stock control/ordering
- 12 Responding to customer enquiries to maximise bookings
- 13 Proactive business development
- 14 Undertaking a range of marketing activities with the Centre Manager
- 15 Production of ongoing management and statistical reports
- 16 Ensuring cleanliness and hygiene of business is appropriate for customer needs
- 17 Managing catering and bar facilities
- 18 Ensure the quality standards of the business and maintained and enhanced
- 19 Oversee the general maintenance and ground maintenance of the property
- 20 Identification and prioritisation of ongoing site tasks for members of staff and contractors
- 21 Ensure compliance with health and safety, environmental health, fire and other legislation are complied with
- 22 Carry out any other duties as required, which are reasonable in terms of the nature and level of the post.

Special Conditions of Service:

Will be required to work flexible hours dependent on customer needs, with a regular requirement for weekend, bank holiday and evening working.

Compiled by:

Jon Beavan,
Centre Manager,
Dalesbridge Centre

Grade Assessment Date:

19th Feb 2010

Post Grade:

Scale 2
