OPERATIONS MANAGER

Your role will be to lead the Dartington Hall team, overseeing and taking responsibility for ongoing operations in a time of an emerging new strategy.

SOME OF THE MAIN THINGS YOU’LL BE DOING:

- Provide positive leadership, clear vision, direction and appropriate support to the Hospitality team
- You will have a strong growth mind set
- Ensure stringent compliance with the relevant standards defined for service delivery, product presentation, systems of work and customer interaction
- Consistently reflect on the needs and perspectives of customers when taking action and planning activity
- Proactively minimise risk to staff and customers fostering a strong Health and Safety culture at all times
- Ensure commercial rigour across the team to deliver the planned revenues margins and profit targets
- Build and lead a passionate, inspired, knowledgeable and effective team based on good people principles
- Demonstrate a passion for local produce & sustainability
- Show extensive understanding and experience of C&E, accommodation and F&B
- Demonstrating experience of creating and maintaining a culture of customer focus
- Demonstrate experience of developing and driving a sales culture within an organisation
- This list is not intended to cover all areas of your role but rather to outline the key accountabilities. Critical to success will be that your work is carried out in a way that demonstrates your initiative, commitment and your approach to driving the success of Dartington’s learning offer in line with strategy and Trust purpose

ROLE DETAILS:

DEPARTMENT: Dartington Hall
REPORTING TO: General Manager, Dartington Accommodation and Catering Services

INDICATORS OF ROLE SUCCESS:

- Drive ASPH across all of our outlets by thoughtful and insightful understanding of the hospitality trade
- Create a culture of collaboration and positivity within the hospitality team
- Ensure our Food Hygiene rating is upheld
- Be central to the development of a dynamic training environment

EXPERIENCE:

- Experience of working as a successful operations manager
- Extensive understanding and experience of C&E, accommodation and F&B
- Significant experience of managing staff, resources and budgets
- Experience of creating and maintaining a culture of customer focus
- Experience of developing and driving a sales culture within an organisation
- You will have a strong growth mind set

SKILLS & KNOWLEDGE:

- Proven ability to identify opportunities and deliver results by working collaboratively with a range of colleagues and stakeholders (Essential)
- Have an excellent grasp of current UK hospitality regulations and be able to demonstrate these in practice
- Ability to creatively problem-solve and remain calm under pressure (Essential)
- Hold Food Safety Level 3 or above
- An attention to detail and commitment to deliver a great customer experience
- Sound knowledge of business planning and financial management processes
- Ambition and inventiveness
- An equal balance of creativity and financial acumen
- Understanding of the value of developing and coaching individuals and teams to improve delivery
- A desire to lead, inspire and manage a committed and hardworking team in line with the ethics and values of The Dartington Hall Trust. Consistently demonstrating professional management behaviours with decisions taken in line with those values