| **JOB TITLE** | **Operations Manager**  |  **PROJECT NAME** | **Geilsland Hall**  |
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| **REPORTS TO** | **CEO** |  **Based at** | **Geilsland Estate** |
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| **SALARY**  |  **28k Pro rata ( 22.4K)**  | **Contracted hours** | **21 hrs**  |
| **The JOB** |
| As Geilsland Hall Operations Manager, you’ll keep our facility running smoothly, make sure everything is working well and guests are safe and comfortable. You’ll maximise generated income and drive the development of our products and people, creating and maintaining a memorable customer experience, and building awareness of Geilsland Estate within and beyond our community. Here’s what the job would look like:**People*** Manage everyday activities, plan and assign work ensuring you always have the right staffing numbers
* Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognise good performance
* Train team members to make sure they deliver with compliance and to the standards we expect and have the tools they need to work efficiently
* Recommend or initiate any HR related actions where needed
* Drive a great working environment for teams to thrive – connect departments to create sense of one team
* Oversee the day-to-day operations and assignments of hospitality staff; assist in the development and communication of departmental strategies and goals. Communicate and enforce policies and procedures
* Promote teamwork and quality service through daily communication and coordination with other shifts and departmental management

**Financial*** Contribute to the development, implementation and monitoring of financial and operational plans for the hotel. Provide regular direction and manage hospitality operations throughout Beith Trust
* Monitor and report variances against budget and control labour costs, spending, food and alcohol sales.
* Make recommendations for development / improvements which enhance Geilsland Hall products
* Lead marketing efforts to upsell customers services, offerings, and amenities

**Customer Experience*** Respond to guest complaints or concerns in a prompt and professional manner
* Review guest feedback and implement strategies for continuous improvement
* Communicate to appropriate departments any information requirements and/or special needs for arriving large groups and other key guests, events or festivals

**Responsible Business*** Ensure a safe and secure environment for our customers, team members and company assets in compliance with Beith Trust policies and procedures and regulatory requirements. Maintain relations with outside contacts
* Comply with local laws regarding health, safety and alcohol services
* Maintain a focus and commitment to align with the environmental credentials of Beith Trust
* Perform other duties as assigned. May also serve as manager on duty

**What we need from you*** Multi-skilled – you’ll need to be able to turn your hand to a variety of different duties and tasks throughout all areas of Geilsland Estate
* Your problem-solving skills will turn issues into opportunities so every customer leaves with a great experience
* Flexibility - night, weekend and holiday shifts are all part of the job, as is having a flexible approach to the hours you work and a responsible attitude towards your own personal timekeeping and attendance
* A great team leader, you should be able to motivate others, provide guidance and support in difficult situations both with customers and other members of the team, and keep spirits high to help your team perform well
* Recommend or initiate any HR-related actions where needed
* Drive a great working environment for teams to thrive – connect departments to create a sense of one team
* Great communication skills are required to ensure services are delivered as efficiently and effectively as possible. Additionally, you need to be able to communicate effectively with your team, and tailor your communication to different personalities and communication styles
* Customer-centric attitude, if you don’t put our customers at the heart of your work, neither will your team..
* Help with the development, implementation and monitoring of financial and operational plans for Geilsland Estate.
* Provide regular direction and manage Geilsland Hall operations for all departments
* Work with the Finance Manager to monitor spend and report variances against budgets - Control labour costs, departmental spending and food and alcohol sales.
* Make recommendations for capital improvements, product development which enhance the assets of the Geilsland Estate and / or company and brand loyalty
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| **Generic Context and Scope** |
| Beith Trust is a North Ayrshire based charity working to improve the social, economic and environmental condition of Beith, Barrmill and the surrounding countryside for residents, visitors and nature alike. . You will be responsible for evaluating delivery and impact as well as the ongoing design of the products to ensure a high quality participant / customer / attendee experience. You will be required, at times, to work weekends and evenings.  |
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