



## Job Description

### Operations Manager

<b>Job Title:</b>	Operations Manager
<b>Location:</b>	DIVR, London Westfield
<b>Hours of Work:</b>	40 hours per week
<b>Reports to:</b>	Operations Manager EMEA
<b>Accountable to:</b>	Senior Management Team -Prague
<b>Key Relationships:</b>	Senior Managers and developers at DIVR Prague, Westfield Shopping Centre Management

#### Job Function:

Lead the site team to ensure the operational success of DIVR London, delivering the highest standard of guest service and Health and Safety compliance and leading exemplary operational management. Liaise with all relevant internal and external stakeholders to achieve visitor related targets and financial performance.

#### Key Tasks

##### Financial and Business Management

- Develop Key Performance Indicators (KPIs) highlighting both under and over performance as and when required
- Oversee the performance of the team, ensuring all performance measures are met, developing and delivering action plans to meet both shortfalls and to increase profitability.
- Ensure an effective on site cash handling and management procedure is developed and ensure this is being followed at all times.

- Coordinate production of key performance information across the site, ensuring all staff and managers are aware of targets and performance and that required reporting to the Support Office is carried out in a timely and accurate fashion.
- Ensure all policies are adhered to at all times.
- Maintain the confidentiality of the business systems, procedures and performance.
- Act as part of the internal management team in the event of any emergency incident.
- Effectively market the business both online and offline ensuring the quality and brand are maintained at all times
- Create the annual marketing strategy for the business, identifying how the marketing function will be delivered.
- Manage social accounts ensuring that regular posts are generated promoting activity at the business.
- If applicable manage the external PR and marketing functions to ensure that the maximum profile of the business is achieved within the budget allowance.
- Represent the business to external trade and investment partners

## **Guest Experience**

- Ensure that the facility meets the highest standards with regard to its guest services.
- Ensure that the highest standards of presentation are maintained by staff throughout the experience
- Continually review standards through means of internal and external quality auditing and report upon shortfalls in presentation
- Produce a monthly review of guest feedback
- Produce an annual Guest Service review detailing findings contained within customer feedback
- Ensure that the highest level of guest service is maintained across the experience by working closely with all team members to foster a true 'team ethos' at the experience.
- Ensure that all guest complaints are dealt with in a prompt, professional and thorough manner.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service offered.
- Ensure that all areas of the experience are presented to the highest standards with particular regard to cleanliness and maintenance.
- Respond effectively to any incident on site which might require assistance of the emergency services (such as Police, Ambulance or Fire Services and internal rescue services).

## **People Management**

- Oversee the recruitment, development and retention of the best people to allow us to maximise the guests' experience, ensure the team's productivity and deliver the experience's aims and objectives.
- Oversee and monitor daily work schedules and rotas based on analysis of guest flow to maximise return on staffing investment.
- Support all staff with regular and constructive feedback on results.
- Manage the team, including developing individual's performance and leading one-to-one reviews.
- Ensure all staff have clear objectives and goals relevant to the attraction's guest experience.
- Ensure quality inductions and training of all new employees occurs
- Ensure that all staff receive regular statutory and job specific training as required
- Line manage staff, including providing support and supervision, undertaking performance reviews, identifying training needs, dealing with poor performance, managing sickness and absence, record keeping and all other personnel management functions in line with policies and procedures
- Encourage a professional interest in health and safety in all staff. Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- Undertake daily, weekly and annual reviews of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.
- Undertake team leader functions as and when required

## **Reporting and Relationship (Prague senior management)**

- Provide weekly/monthly annual report of results and status of management operations
- Consult on recommended improvements to policies and procedures
- Identify and propose financial improvement opportunities to maximize results
- Advise the senior team in Prague of any unexpected events to the business operation.
- Liaise with and make recommendations to improve the business and grow revenue.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role.

To apply for the advertised roles please send your current CV and a covering letter explaining why you are the ideal match for the post and why you want to work with DIVR to; [kevin.smith@spiderentertainment.com](mailto:kevin.smith@spiderentertainment.com) Closing date for applications 24<sup>th</sup> April 2022