

## Operations Manager

Reporting to: Head of Commercial Development

Reports: Operations Assistants

Position: Full time\*

\*Cover for 7 day operation

### Role

To manage the safe running of all aspects of the exhibition floor and ancillary areas.

To drive forward the retail department with the Head of Commercial Development to increase footfall, maximise sales and profitability.

To manage events activity with the Head of Commercial Development including corporate parties and conferences as well as public ticketed events.

To recruit, induct, train and motivate new Operations Assistants.

To monitor and evaluate the exhibition floor on a regular basis to provide an exceptional standard of customer care to all our visitors.

Work to a 7-day rota to ensure all front of house needs are met for the business. This includes weekends, evenings and bank holidays.

### Main responsibilities

To manage the Operations Assistants team including the allocation of staff to ensure the smooth running of the exhibition, shop, bookings and events functions.

To be responsible for Health and Safety, fire checks and security procedures.

To hold daily briefings with the Operations Assistants and Visitor Engagement Officers providing feedback and guidance to staff to ensure that standards are maintained.

To be responsible for handling money and documentation accurately, all takings, cashing up and depositing money, monitoring tills, following designated procedures, and ensure that appropriate precautions are taken with security.

Independently manage event clients from enquiry through to delivery including the completion of relevant paperwork.

To conduct venue show arounds with clients and suppliers outlining the opportunities available.

Responsible for the delivery of the Admiral After Hours contract including conceptualising, programming and managing each event.

To be responsible for implementation and updating of Front of House policies and procedures.

To ensure that all on site visitor requirements and/or complaints are dealt with promptly and politely and that relevant procedures are followed.

To work with the Head of Commercial Development and Head of Programs to ensure that regular refreshment of the exhibition floor is carried out.

With the wider team, to maintain the admissions system in the role of 'Super User' ensuring all Techniquest programs and events are up to date, all updates are co-ordinated in a timely manner and all new users are trained.

With support from the Head of Commercial Development, to manage the retail business so that sales and gross profitability are maximised.

To keep abreast of developments in the retail and science centre shopping field via trade publications.

To manage stock levels effectively overseeing ordering, pricing and control and rotation of stock.

To organise and record both cyclic counting of stock and year-end stock counts and managing wastage.

To negotiate with sales representatives in order to obtain favourable terms e.g. pricing, sale or return, credit for slow moving stock.

## **Supporting responsibilities**

To ensure that the Operations Assistants work within the Techniquest Behaviours Framework and are actively engaging with visitors in a friendly manner and managing performance issues.

To motivate and target all front of house departments including retail, bookings and front desk to maximise sales from each customer by upselling and giving information on new and upcoming products/events.

To work in conjunction with the appropriate teams to assist with the smooth running of programs, events, corporate and evening functions.

In the absence of a Technician on-site, to be responsible for the switching on and off of the Exhibition Floor, closely monitoring exhibit faults and safety issues throughout the day and reporting any safety concerns and exhibit faults.

To support with managing retail ordering, receiving, unpacking and transfer of stock into the shop and undertake regular stocktaking activities when required.

To work safely and carry out risk assessments, training and other health and safety measures when required.

Support with budget management for operations departments when required.

Set and monitor specific outcomes for all Operations Assistants.

To perform other duties which are not included above, but which are consistent with the post.

## **Personal Specification**

### Qualifications

GCSE (or equivalent) Maths and English to a grade C or above  
A Personal Alcohol Licence is essential (or willing to work towards)  
First Aid At Work Qualification (or willing to work towards)  
A valid driving licence is desirable

### Experience

Relevant experience of working as part of a Front of House Team  
Relevant management experience  
Complaint management experience  
Retail experience is desirable

### Skills, knowledge, abilities

Experience of working in a visitor attraction  
Excellent team leadership and people management skills  
Excellent delegation and organisational skills  
Flexible attitude towards working pattern to provide seven-day cover  
Experience of managing budgets and forecasting  
Good computer skills, especially with Microsoft Outlook, Word, Excel  
A high standard of written and verbal communication skills

### Personal attributes

Assertive and authoritative manner whilst acting with tact and diplomacy  
Reliable with good attention to detail  
Hard working and self-motivating  
Confident and outgoing  
Passionate about communicating science and technology  
Enjoys working in a demanding environment  
Welsh Speaker desirable