****

**OPERATIONS CO-ORDINATOR**

**PART TIME**

Role Description

Job Title: Operations Co-ordinator

Salary: £12,600 (FTE £ 21,377)

Hours: 22 per week

Reports to: The Head of Operations (or Duty Manager) and through them the Director

Do you want to be part of something different?

Our passion for providing best service in all aspects of our work is reflected in the knowledge that we’re guardians of this historic & iconic Liverpool legacy.

To support the delivery of all commercial activities at the Palm House including front of house, weddings, functions, events, bars and visitor catering. When required deputise as the Duty Manager attending both external hire and trust events as directed by the Head of Operations.

We are looking for a passionate and enthusiastic individual. Experience is essential.

Have a friendly and approachable character. Enjoy working as part of a small staff team.

Driven to help the team achieve their targets. Flexibility to excel in different roles across a diverse business.

**Duties**

* In collaboration with the Head of Operations support in the operation and delivery of all commercial activities & community events when required. .
* Attend and deliver all commercial activities and community where appropriate as the Duty Manager which will be predominantly evenings and weekends
* Support the Head of Operations to manage the budget/income for all commercial activities.
* Manage part time & casual staff at all commercial & community activities, ensuring each are set up and delivered to a high standard
* Liaise with clients, licenced caterers, outside contractors, registrars and sponsors where necessary to support and deliver each function activity
* Manage the relationship with licenced caterers & contractors at the events in the absence of the Head of Operations
* As part of daily responsibility’s run commercial activities & community events, whilst leading, motivating and coordinating the team.
* With the Head of Operations ensure that the correct staffing levels correspond to present and future business levels so that productivity levels are optimised through correct scheduling of staff & holiday planning.
* When required act as the Health and Safety representative for the Palm House at all commercial activities & community events.
* This role can be physically demanding and may involve heavy lifting from time to time
* To be the premises licence holder at events attended in the absence of the Head of Operations
* Carry out inspections of both the front & back of house areas, including the visitor reception, café, takeaway kiosk, and kitchens before, during and after each event/function. Check for cleanliness, good housekeeping and safe working practices. These inspection must be recorded and report to the Head of Operations
* Monitor and control operating costs including staff hours, opening and closing stock controls.
* Where appropriate, to be responsible for security procedure. Clean up post event and ensure the office areas are securely locked up post event (if after office hours)
* Monitor & record sound levels at events/functions, ensuring they do not exceed the agreed limits
* Operate within the guidelines detailed in the Employee Handbook
* Undertake other such duties as deemed appropriate by the Director or the Board

Sefton Park Palm House Preservation Trust  
Sefton Park  
Liverpool   
L17 1AP  
Charity number 1059957

August 2021

 **Operations Coordinator**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Person Specification** | **Essential** (E)  **Desirable** (D) | **How Tested**  Application Form (AF)  Interview ( I ) |
| 1.1  1.2  1.3  1.4 | **Education/Qualification/Knowledge**  Previous experience within similar role.  Qualification in Hospitality.  Personal Licence Holder.  First Aider | **E**  **D**  **D**  **D** | **AF & I**  **AF**  **AF & I**  **AF & I** |
| 2.1  2.2  2.3  2.4 | **Experience**  Proven track record in supporting high quality, successful events.  Customer service experience within similar role.  Ability to motivate a team to produce excellent work and high customer service.  Previous experience of working within a unique venue and hospitality. | **E**  **E**  **E**  **D** | **AF & I**  **AF & I**  **AF & I**  **AF & I** |
| 3.1  3.2  3.3  3.4  3.5  3.6  3.7 | **Aptitudes and Skills**  Ability to support Palm House social media activities and collecting content  Broad knowledge of local venues & events.  Computer literate in Microsoft applications and relevant computer programmes including CRM systems    Understanding of how to work within financial resources, including budgets, targets, forecasting and planning.  Good interpersonal and communication skills  Professional, committed and able to work to deadlines  Highly customer focussed with attention to detail. | **D**  **D**  **E**  **D**  **D**  **E**  **E** | **I**  **I**  **I**  **I**  **I**  **I**  **I** |
| 4.1  4.2  4.3  4.4 | **Personal Attributes**  Highly customer service oriented, energetic and delivery focussed  When required able to plan own workload in and highly organised way.  Collaborative, co-operative, able to make and sustain positive relationships with colleagues at leadership and other levels  Ability to win the trust and respect of clients, contractors and colleagues. | **E**  **E**  **E**  **D** | **I**  **I**  **I**  **I** |
| 5.1  5.2  5.3 | **Circumstances**  Be available to work irregular hours, evenings and weekends when required.  Able to work flexibly in respect of the requirements of the  role, assist when required other colleagues with the Palm House  Have access to, and able to drive a car. | **E**  **E**  **D** | **I**  **I**  **I** |

August 2021.