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**Head of Operations (Maternity Cover) Sefton Park Palm House**

**Role Description Liverpool, L17 1AP.**

**£26,350 per arum**

**37.5 Hours per week**

**Summary**

The Sefton Park Palm House Preservation Trust (SPPHPT) is a busy organization that has lots going on at all times and the Palm House is an award winning wedding venue, historic visitor attraction & community space. We recently added a highly successful café and takeaway operation to the Palm House, which in 2021 celebrates 125 years since its opening and 20 years since its restoration. The SPPHPT, in partnership with Liverpool City Council, have recently been awarded a £270,000 grant from the National Lottery Heritage Fund to improve interpretation and engage with a wider & diverse audience, so there has never been a more exciting time to join our team.

Reporting to the Director, the Head of Operations (Maternity Cover) is an important role and key member of the leadership team who will work, initially alongside the Head of Operations and support the Director with strategic planning and day to day management of commercial operations. The role will oversee the operational delivery of weddings, functions and all commercial activities, including the efficient management of visitor catering, opportunities for retail sales, housekeeping and event security. You will work closely with Head of Business Development, Head of External Relationships and licenced catering partners. Using your commercial mind-set you’ll lead your team to increase revenue, identify new income opportunities, achieve targets and cost controls. Creative and operationally hands on, you will work closely with the team to deliver the best experience to achieve our revenue targets for all commercial activities at the Palm House.

As a charitable trust, the Palm Houses key objectives are:

* To preserve for the public benefit of the people of the County of Merseyside and the nation at large, the building known as and situate at Sefton Park Palm House, Sefton Park, Liverpool; and
* In the interests of social welfare to provide or assist in the provision of facilities for recreation and other leisure time occupation for the public at large with the objects of improving the conditions of life.

**What it’s like to work here**

The Palm House is located within the historic Sefton Park a magnificent 235 acre Grade 1 park in South Liverpool. The site has many beautiful features and monuments including the Palm House. It is home to The Liverpool Botanical Collection and is a perfect place for quiet reflection, and lively & diverse events. A recent survey of visitors confirms just how much this Grade 2 \* Listed building in the heart of the park is loved by its visitors.

Come and be part of the friendly team.

**What you will be responsible for**

The Head of Operations (Maternity Cover) is a senior role directly responsible for supporting the day to day delivery of all commercial activities, including weddings, functions, events, filming and photography at the Palm House, working strategically to achieve agreed KPIs and revenue targets. This will include working with other members of the leadership team to deliver all activities seamlessly and to the highest standard, whilst managing your time effectively to achieve the agreed level of business revenue. You will need to have a thorough understanding of commercial practices including financial management and budgetary control.

You will manage and support the Café & Takeaway Supervisor, casual staff, housekeeping team, porter and agency bar staff when required.

You will be required to act as Designated Premises Supervisor as detailed in the LICENSING ACT 2003: SECTION 17.

Act as deputy in the absence of the Director.

**Key responsibilities**

* Pre-event communications and planning with the Director and leadership team, customers, caterers and suppliers as necessary.
* Planning and communication with customers when required.
* Oversee staff schedules & rotas for the café/takeaway staff, housekeepers, event security to ensure all activities run smoothly.
* To work to agreed budgets and financial plans, controlling expenditure, and maintain productivity ratios for food, beverages and payroll percentages.
* Manage the activities of all relevant staff, contractors and suppliers as required to successfully execute all aspects of operational delivery of commercial activities at the Palm House.
* Lead and manage the team during activities, ensuring all Palm House staff are fully aware of timings, itineraries, deliveries, and customer expectations.
* Using an existing template and support from the leadership team take full responsibility to produce individual Management Plans for each commercial activity/event seven days before and circulate to all staff and contractors.
* Troubleshoot any Palm House commercial activity or service difficulties prior to the activity to ensure everything runs smoothly on the day.
* Conduct post activity briefings which will involve relevant staff, stakeholders, contractors and customers. Ensure post event learning points are incorporated into future plans for activities.
* Responsible for ordering, monitoring and recording of stock levels for the café & takeaway and Palm House cash bars.
* Provide financial information to assist with the annual budget preparation, with the Café Supervisor prepare the annual Café, Takeaway and Cash Bar budgets.
* Effectively manage and monitor payroll costs of all casual staff ensuring staffing levels are in line with business levels, interviewing and recruiting new staff where required.
* Ensure that cross training and multi skilling is occurring to empower staff and control wage costs
* To have regular liaison with Palm House H & S representative to remain up to date with legal regulations, policies and any issues within the building and site.
* To ensure the Palm House complies with all licensing laws and other important legislations.
* Set an example to all staff in relation to presentation, service standards and attention to detail.

**What you will be doing – Ensuring we achieve revenue targets**

The Operations Manager reports directly to the Director who is responsible for strategically planning and delivering the long term revenue and income. Therefore the Operations Manager is required to monitor the financial performance of all commercial activities , providing regular updates to the Director and take a positive approach to improving performance where required.

Liaise closely with our catering partners to ensure the highest quality service and provide performance assessments monthly to the Director.

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**Great Teamwork**

You will be an excellent team player helping to create a great place for staff & volunteers to work. You will contribute to the key messages to all visitors, stakeholders, contractors and clients to achieve our objectives, as detailed within the Sefton Park Palm House Preservation Trust Strategic Action Plans.

Have full up to date knowledge of all events, activities, exhibitions & visitor enhancements both within the Palm House and the wider park, in order to communicate this information to other Palm House staff and public enquiries.

Represent the operations team at cross departmental meetings and other planning meetings as appropriate.

With the Business Support Coordinator ensure that all revenues, income and expenditure are correctly recorded on the internal Palm House finance systems.

**Leadership & Management**

To inspire and motivate the operations team to ensure that excellent customer service and high standards of presentation are delivered at all times and all operational requirements are met whilst maximizing income & revenue opportunities.

Develop the operations team to be enthusiastic and committed staff in order to achieve team objectives and communicate key delivery of financial targets.

Identify your own and the weddings/functions teams training needs, to improve and support sales and therefore revenue & income to the Palm House.

Responsible for the direct management of the part time Operations Assistant, Café/Takeaway Supervisor, who in turn supervises the Café and its team, the Housekeeping Team, and Event Security contractors.

You will ensure adequate, trained staff, are available to assist at weddings/functions and all commercial activities at the Palm House as appropriate.

Develop and implement effective communication across the Palm House team through briefings, team meetings and other forms of communication to ensure all staff and contractors are fully informed about the setup, delivery and post activity visits and contactors etc.

Produce wedding/function team rotas as required ensuring staff levels meet operational and budgetary requirements.

Undertake administration for the team including timesheet management.

**Financial**

Effectively manage delegated operating and projected budgets to ensure efficient use of financial resources.

Deliver all income and revenue targets to budget.

Manage the invoicing process for all wedding/function business including debt management and P&Ls and produce weekly ,monthly and YTD summaries for all wedding/functions related operations.

Take responsibility for accurately forecasting all weddings/function income and revenues and notifying the Director of any negative influences that may impact on the agreed operating targets and take preventive action to ensure targets are achieved.

Ensure the weddings/functions team understand and are working to agreed financial systems and processes for all income streams.

**Health & Safety**

With support from the Director, be responsible for all H&S at Palm House ensuring all staff, casual workers, contractors and volunteers are aware of all H&S and emergency procedures, delivering and recording H&S training for all staff inductions.

Respond to all H&S incidents, including First Aid (training will be provided).

Ensure adequate First Aid throughout the Palm House and grounds at all times.

Compile risk assessments to ensure H&S compliance in connection with all visitor related activities and workplace inspections.

Take the lead role in and coordinate any emergency evacuations as required following emergency procedures, ensuring the safety of all visitors at all times.

Be designated first aider undertaking additional training as required.

**General Responsibilities**

A commitment to equal opportunities and health & safety.

Actively contribute to the successful achievement of departmental and charity wide goals.

Adhere to SPPHPT policies and procedures.

Actively embody the SPPHPT’s vision & values and act as an ambassador at all times.

**Other Information**

The post of Head of Operations ( Maternity Cover) will be required from time to time to act as Duty Manager ensuring that there is a consistent supervisory presence in place during operating hours and this will require weekend and evening working. In addition you may be required to work at events, private hire events and representing the SPPHPT externally with occasional unsociable working hours agreed in advance.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**Terms and conditions of service**

The present terms and conditions of service for all staff are set out in the SPPHPT standard contract of employment supplemented by policies and procedures which make up the Employment Handbook.

Application forms are available from roy.boardman@palmhouse.org.uk or download from our website.

Completed applications to be returned to roy.boardman@palmhouse.org.uk