

Job Profile
Enterprise Operations Manager

Purpose: To manage the daily operation of the Museum's food, drink & retail outlets to optimise financial performance, customer service and visitor experience.

Key Responsibilities and Accountabilities

Responsibilities

- Drive and implement a continually improving standard of service excellence, efficiency and financial performance of the Museum's enterprise units.
- Ensure smooth operation and financial profitability of these units.
- Fully accountable for the Enterprise P&L; driving sales, forecasting and budgeting, and owning KPIs.
- Work with other Museum teams to develop and enhance the visitor experience.
- Manage the consistent and professional merchandising of all enterprise units, in coordination with Museum events and programmes.
- Manage and support, the Enterprise Team Managers in the performance of their roles.
- Oversee the timely and efficient rostering of staff & volunteers, taking into account seasonal fluctuations and cost implications
- Have overall responsibility for service delivery through hands on staff induction, training and instruction.
- Deliver a professional execution of Museum events and functions and ensure these are correctly staffed and prepared for.
- Manage partnerships with local colleges and universities to support projects within the Museum
- Be a professional front of house presence, confidently communicating with customers, visitors, volunteers and other Museum teams.
- Manage the monthly stock taking, ordering and internal transfer procedures.
- Oversight and checking of payroll and holiday pay.
- Work closely with Marketing & Communications to drive social media awareness of food and drink outlets.
- Ensure all health and safety standards are understood and adhered to without compromise throughout the units.
- Complete unit audits on a regular basis providing feedback and actions to the Team Managers
- Deputising for the Museum Enterprises Manager as and when required.
- Support & respect BCLM commitment to diversity and inclusion
- Any other duties commensurate with the role.

Accountabilities

- Sales performance, sales margins, stock control and financial / cash handling control.
- Compliance with Health & Safety and Environmental Health legislation.
- Compliance with internal controls, financials, payroll and accounting systems.

Dimensions

- Approximately 40+ permanent / temporary staff.
- Management of 11 food & drink outlets; including Pop Up's.

Person Specification
(competencies, qualifications & experience)

Essential

- Extensive catering management experience in a similar fast paced, multi-unit environment of comparable scale and complexity, preferably in the leisure, cultural, hospitality or restaurant sector.
- Significant experience of managing, developing and coaching a diverse team.
- Knowledge of contemporary EPOS and back-office systems.
- Knowledge of online scheduling systems.
- Working knowledge of free enterprise, sales to profit conversion and cost control.
- Track record of continuous improvement in raising standards and commercial performance.
- Knowledge and understanding of Health & Safety within a catering/hospitality environment.
- Clear, confident and timely decision-making ability in a changing environment.
- Flexible approach to work, including evenings and weekends as required.
- Level 3 Food Safety Qualification (Provided)
- ECDL qualification (Provided)
- Full driving licence.

Desirable

- Experience of kitchen management.
- Personal Licence Holder (Licensing Act 2003) and Food Hygiene Certificate.
- Relevant professional qualification(s).
- Understanding of and empathy with the aims and objectives of the Museum.

Working Relationships

- Daily line management of staff, providing motivation, guidance and direction.
- Daily contact with the Museum Enterprises Manager, giving and receiving of accurate information.
- Weekly recording of accurate financial and HR information.
- Close liaison with Museum duty manager, Team Managers and head of visitor engagement.

Grade: 4
Reports to: Museum Enterprises Manager
Direct Reports: 40 members of staff (permanent and fixed term) plus casuals and contract catering staff.
Hours: Full-time, inc. regular weekend and bank holiday working and occasional evening working.
Salary: c£32k

Black Country Living Museum Trust
Tipton Road, Dudley, DY1 4SQ, United Kingdom
www.bclm.com. Charity No. 504481 Co. No. 1226321