



## Job Description

<b>Job Title:</b>	<b>Head of Business Operations – High Rise</b>
<b>Reporting to:</b>	<b>Chief Executive</b>
<b>Contract type:</b>	<b>Permanent</b>
<b>Hours of work:</b>	<b>40 hours (Minimum 30 hours per week)</b>
<b>Salary:</b>	<b>£45k - £50k (pro rata, based on 40 hours)</b>

### Key Purpose

High Rise is a 10,000 sq ft adventure centre incorporating an indoor climbing arena, soft play area, meeting rooms, two state of the art sensory rooms, and a café. As we expand our services, we are now recruiting for a Head of Business Operations, to join our Senior Management Team and help us to make High Rise a commercial success, ensuring that every day runs smoothly from a customer service perspective, that our guests' needs are met and that our staff are happy and well looked after. The Head of Business Operations will report directly to the Chief Executive.

There are five main areas of responsibility: People, Operations, Budgets, Delivery and Strategy.

- **People** involves managing, training, and developing our staff team to ensure they are fully engaged and committed.
- **Operations** involves ensuring all resources, including people, are available, fit for purpose, and are working as they should be, as well as managing health and safety and financial processes.
- **Budgets** includes managing margins, scrutinising costs, and financial forecasting.
- **Delivery** includes quality assurance, customer satisfaction and external relationship management.
- **Strategy** includes agreeing operational plans and growth strategy with the Chief Executive and SMT colleagues.

### Specific responsibilities include:

#### People

- Ensure clear communication across all staff, Departments, and with SMT.
- Manage employee relations with consistent application and implementation of HR policies and procedures to ensure an engaged and skilled workforce.
- Inspire staff to give their all, guard our values and strengthen our reputation.
- Ensure all staff are fully trained in all aspects of their job and confident in supporting all guests to have the best possible experience
- Directly line manage all High Rise management staff.

#### Operations

- Ensure High Rise is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, fire safety procedures, Child Protection and Vulnerable Adults guidelines and best practice.
- Schedule staff rotas.

- Oversee all financial activities to include cash handling, opening and closing tills, end of day banking and external banking procedures, and accurate completion of weekly payroll information
- Oversee maintenance and servicing of all internal and external facilities, including daily and monthly equipment checks and completion of inspection logs and risk assessments.
- Be a First Aider and Health and Safety Officer for the site ensuring all Health and Safety checks are scheduled, completed, and recorded.
- Maintain and implement appropriate accident and incident reporting procedures to include downloading of CCTV footage if required, in line with data protection legislation.
- Implement and regularly review an emergency action plan for the centre ensuring all staff are fully trained to assist guests to safely exit the building
- Assume overall responsibility for effective use of the alarm, CCTV and security systems, testing regularly and reporting any issues to the alarm company promptly.

### **Budgets**

- Ensure achievement of visitor number and café sales targets in line with financial KPIs.
- Review performance, analyse financial data and report to Chief Executive on sales and profitability.
- Manage supplier costs for goods and services effectively to ensure best value.
- Manage all aspects of service delivery to ensure quality service to guests while keeping costs as low as possible.

### **Delivery**

- Ensure clear Standard Operating Procedures are in place for all aspects of service delivery, and that they are adhered to by all staff.
- Always ensure excellent standards of customer service when dealing with enquiries, complaints, and emergencies in a calm and professional manner.
- Manage relationships with external partners, stakeholders, and suppliers.
- Oversee the implementation of planned marketing and promotional initiatives within High Rise, supported by the Marketing Department, and represent the organisation at external events.
- Review standard operating procedures and make timely recommendations for additions or improvements to policies, procedures, and systems.

### **Strategy**

- Work closely with the Chief Executive to support the organisation's vision
- Collaborate with SMT colleagues to create effective strategies and goals to optimise performance and growth and enhance the reputation of the organisation.

### **General**

- Comply with the organisation's Key Holder Roles and Responsibilities policy attending alarm call outs if required
- Comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality.
- Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

## Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

### Job Title: Head of Business Operations

Factors	Essential Criteria	Desirable Criteria
<p><b>Qualifications and experience</b></p>	<p>Minimum of 5 years' experience gained during the last 8 years working in a similar role to include:</p> <ul style="list-style-type: none"> <li>• working in a leadership role within a company across multiple departments</li> <li>• dealing directly with a senior management team and/or board of directors</li> <li>• managing and motivating a staff team within the sports and leisure industry</li> <li>• workforce planning and scheduling of rotas</li> <li>• controlling and monitoring budgets</li> <li>• profit and loss, balance sheet and cash flow management</li> <li>• health and safety issues and risk assessments</li> <li>• supply chains, stock control and ordering systems</li> </ul>	<p>Qualification in management or other business related discipline</p> <p>Qualification in Health and Safety or working towards (NEBOSH/IOSH preferred)</p> <p>Valid First Aid at Work qualification</p> <p>Train the trainer qualification</p> <p>Previous climbing experience either within a work or leisure capacity (specific Clip 'n Climb training will be provided).</p>
<p><b>Skills, Aptitudes, Qualities and Behaviours</b></p>	<p>Confident working to heights of up to 10 metres and physically capable to meet the demands of the role.</p> <p>Strong leadership traits and ability to motivate, develop and coordinate staff</p> <p>Strong team player with the ability to build constructive relationships with staff, colleagues, guests, and partner organisations.</p> <p>Self-motivated with a 'can do' mindset and the ability to work independently using initiative to prioritise work and manage deadlines.</p> <p>Commercially astute, with proficient financial acumen</p> <p>Excellent communication and organisational skills.</p> <p>Strategic thinker with laser sharp attention to detail and analytical aptitude.</p>	

	<p>Computer literate with a working knowledge of Microsoft packages</p> <p>Ability to remain calm and rational in challenging situations</p>	
<b>Knowledge and Understanding</b>	<p>A working knowledge of Health and Safety Regulations and Fire Regulations</p> <p>An understanding of the work and vision of High Rise and Employers For Childcare.</p>	<p>Knowledge of relevant legislation that will impact on service delivery including disability/accessibility requirements</p>
<b>Special Circumstances</b>	<p>Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</p> <p>Full driving licence and access to a car</p> <p>Must be resident and eligible to work in the UK</p> <p>This post is subject to a criminal record disclosure check which will be applied for through AccessNI</p>	