



Post: Slimbridge Centre Operations Manager

Grade: 10

Directorate: Operations

Location: Slimbridge Wetland Centre

Reporting to: General Manager

Main function of post:

To provide leadership of both paid and volunteer teams, and to champion cross departmental working to drive operational improvements across the site and achieve an amazing, surprising, inspiring and engaging visitor experience. Delivering against the centre business plan and the WWT strategy are essential as you will be responsible and accountable for the operation of the site. Specifically, this post leads the functions of administration, aviculture, catering, facilities, grounds and reserve.

Management responsibilities: Line management of heads of departments including Facilities Manager, Grounds Manager, Reserves Manger, Living Collection Manager & Catering Manager.

Hours worked: Full time, 37.5 hours per week

Working pattern: 5 days out of 7 to be worked on a rota basis to include weekends and bank holidays, in line with business requirements (to include Duty Manager shifts).

Main duties of the post

1. Work with the General Manager, centre teams and the relevant national leads to ensure the smooth running of the centre putting animal welfare, health & safety and the visitor experience at the forefront of everything we do.
2. Ensure policy, procedures, practices and work instructions are understood and implemented to the highest possible standards across the centre.
3. Work closely with the General Manager and Visitor Experience Manager to champion the visitor experience offer at Slimbridge Wetland Centre, in the context of WWT's strategy, functional and local plans, including input to the creation of new developments, in line with the charity's brand and vision

4. Work closely with the Reserve Manager to gain a full understanding of the reserve management plan, new habitat creation, biodiversity and environmental projects.
5. Forge strong relationships with the Environment Agency and Natural England to ensure we are adhering to our Site of Special Scientific Interest (SSSI), Special Protected Area (SPA), Special Area of Conservation (SAC) and Ramsar regulations
6. Work with your department managers to gain a full understanding of their areas and ensure that appropriate plans and projects are in place to deliver and support the Slimbridge business plan, including grounds maintenance and planting plans, facilities maintenance plan, living collection plan and animal training plan.
7. Work closely with the Catering Manager to ensure sufficient work plans and resource are in place to deliver excellent customer service, queue management and a quality product
8. Work closely with the General Manager, Visitor Experience Manager and relevant UK leads to maximise commercial opportunities and return on investment.
9. Support the General Manager with the preparation of the centre budgets and manage such budgets and cost centres as may be devolved by the General Manager within WWT's financial regulations.
10. Maximise every team member's contribution to ensure delivery of personal, department and Trust objectives by giving the appropriate levels of direction, motivation and support through training, team meetings and individual discussions
11. Set local standards, monitor performance and champion best practice with respect to offering an amazing visitor experience
12. Take direct and positive action to ensure effective communication and relationship building between all centre staff, and HQ colleagues
13. To be responsible for the health and safety and security of the site, ensuring that all statutory, health and safety and equipment training is completed to the correct standards and within prescribed timeframes
14. Manage the online staff rota system and other administration tasks including the submission and checking of payroll data by stated deadlines to the HR department

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 20 April 2017

Person Specification

1. Qualifications

Essential:

- Degree (or qualifications that are of the same level/standard) in a relevant subject area

2. Experience

Essential:

- Significant experience of leadership and team building skills
- Excellent customer service skills and customer engagement experience (ideally within a visitor attraction)
- Experience of developing and implementing financial management plans
- Experience of developing and implementing strategic business plans
- Effective time management and IT skills including strong knowledge of Microsoft excel
- Strong people management experience

Desirable:

- Experience of working in a large scale visitor attraction
- Experience of practical working in facilities, grounds maintenance or a wildlife reserve
- Experience of running a large scale catering operation
- Empathy with our conservation messages

3. Managerial & Supervisory

Essential:

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage a team (including volunteers)
- Experience in managing the life cycle of a team member to include recruitment, appraisals and performance management including holding difficult conversations
- Ability to appropriately allocate resource and achieve the right mix of employed, casual and volunteer team members.
- Ability to manage a team in accordance with WWT policies, procedures and standards
- Experience of managing change in a multi-disciplinary environment
- Ability to provide technical advice, support and influence for teams not directly managed

Desirable

- Awareness or experience of matrix management as part of a multi-site organisation

Type of staff	Number managed	Number supervised
Employed Staff	5	59
Volunteers / Casual Workers	0	50+
Contractors	0	0

4. Responsibility

Essential:

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- Ability to translate strategic direction into plans to implement and deliver
- Ability to work independently under own initiative and to deliver through influencing and managing others
- Knowledge and experience of adhering to workplace relevant legislation eg:- Data Protection, Health and Safety
- Proven ability in managing customer feedback and dealing with complaints
- Ability to multi-task, balancing deadlines and workloads to consistently deliver plans and actions to a high standard

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£850,000
Income	£1 Million
Assets (required for job, exc. buildings)	£400,000
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Ability to manage the complexity of demands posed by both a commercial and conservation environment
- Able to see opportunities to further develop the Centre
- Ability to understand the dynamics of the organisation as a whole

- Ability to think outside of the pond and committed to going the extra mile
- Imaginative and resourceful in problem solving
- Have an eye for detail and presentation
- Determination to finish the job
- Passion for finding creative ways to help centre teams see things from a visitor's point of view

Desirable:

- Awareness or knowledge of visitor / market segmentation models

6. Contact

Essential:

- Ability to establish and maintain regular and routine contact with other departments, all colleagues and visitors
- Ability to establish and maintain contact with external suppliers and contractors, ensuring that required standards are delivered
- The ability to work positively with HQ functions on a regular basis
- The ability to establish and maintain effective relationships with a wide range of groups, including local and regional groups, the general public and local authorities
- Experienced in and confident at handling verbal and written communication at all levels
- Good diplomacy /persuasive skills, and the ability to put forward a strong case

Desirable:

- Experience of mediating multi-department involvement in agreeing common goals and actions

General Notes

This position will require work during some evenings, weekends and public holidays to meet the needs of the post.

Whilst this post is based at WWT Slimbridge, some travel may be necessary therefore a current driving licence is essential as is willingness to travel to other WWT Wetland Centres.