



## Job Description

# HEAD OF OPERATIONS

*Emerson College is an international centre for learning, discovery, and transformation*

We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

Emerson College is a charity offering adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% sourced from our gardens. The College has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary. Also, we operate a non-alcoholic retreat type space.

### Recruitment Timeline:

Application Deadline:	05/04/24
Interview Date:	11/04/24
Commencement Date:	22/04/24 (or by agreement)
Recruitment Contact:	Damian Mooncie   CEO <a href="mailto:damian.mooncie@emerson.org.uk">damian.mooncie@emerson.org.uk</a>

### Purpose of the role

The Head of Operations will be responsible for delivering friendly, efficient, and effective services, with high standards of customer care to our varied clientele.

The Head of Operations will report directly to the CEO and is responsible for line managing the services including supporting and monitoring of the planning and managing the day-to-day operation of 60 bedrooms, 8 venue spaces, 4 dining rooms (serving 100 people per day,) the Emerson Cafe and common areas such as libraries, small meeting rooms and offices. The postholder is also responsible for the line management and monitoring of the delivery of reception services and the Emerson shop and the line management of venue hire in relation to courses, events and accommodation.

The postholder is also responsible for supporting the Human Resources function of Emerson.

The role requires working closely with the Catering and Hospitality Teams, the Bookings & Events Manager, the café Manager and the Senior Leadership Team (which includes the post holder, Head of Education, Head of Finance and CEO) and other colleagues on a daily basis. The role has considerable decision space to develop the services against the objectives of the organisation



## MAIN RESPONSIBILITIES:

### General responsibilities:

- Overall responsible to the CEO for the line management and delivery of all Hospitality & Catering Services, including service standards, profit centre, performance management and regulatory responsibility.
- Deliver high standards of customer care to guests, partners, staff on site and the general public.
- Undertake Health & Safety risk assessments, and through liaison with the Head of Estates to ensure statutory testing and requirements and undertaken
- Deliver value for money services to our quality standards by ensuring effective procurement of goods, materials, and services, and with finance services maintaining accounting records including orders, invoices.
- Ensure and monitor that weekly and monthly staff rotas are prepared to ensure appropriate levels of staffing resources are available at the right time to meet planned demand, including contingency planning for unplanned absences.
- Leading staff induction, staff development and ensure effective team working having created a pleasant and supportive working environment.
- Provide relevant management information for Hospitality, Catering and Event Services, together with the systems and procedures to secure feedback from guests, course and venue hire organisers and how feedback has been acted upon.
- Line manage the delivery of reception services and the Emerson shop, including providing weekend cover.

### Accommodation Management:

- Optimise the utilisation of the residential accommodation through the provision of accommodation for guests and course leaders/participants, people attending events and external bookings.
- Line manage the Hospitality Team to ensure the delivery of housekeeping, laundry, and cleaning for the Emerson campus, in particular to ensure high standards of cleanliness across the venue together with facilitating site changes between educational and venue hire groups.
- Manage the Accommodation Manager and when absent, the housekeeping team including allocating and monitoring the achievement of individual tasks, ensuring they are completed to a high standard.
- Monitor and ensure property checks are carried out but especially before guests check in or need to use the accommodation.
- Monitor and ensure equipment is set up for incoming groups.
- Monitor and ensure all site premises (not subject to private leasing), equipment, and facilities clean, stocked, in good order, ready and welcoming.
- Ensure compliance with Health and Safety guidance and legislation to ensure safety of guests and colleagues.
- Ensure managers maintain a schedule and record of cleaning together with health and safety record keeping.
- Manage any issues, concerns, damage to property with Head of Facilities.

### Catering and Café Management:

- Line manage the coordination to ensure the delivery of catering services for the Emerson campus, particularly ensuring high standards of food safety, food quality, and attractiveness to guests, with account taken of potential allergies.
- Manage the Catering Manager and when absent, the catering team to allocate tasks and ensure they know what tasks they are responsible for, ensuring they are completed to a high standard.

### Courses and Event Services:

- Provide unobtrusive, but efficient and cheerful support and a warm welcome to course participants during their stay.
- Monitor and ensure premises are suitably prepared for visitors on time and to a high standard of cleanliness and catering provision as required for the event.
- Manage the Events and Booking Manager



- Liaise with other staff to ensure course participants enjoy their stay, feel well looked after and are likely to recommend Emerson and hospitality services to other guests and visitors.
- Act as the duty manager in the absence of the Maintenance Manager.

#### Collaborative tasks with colleagues:

- The Head of Operations will collaborate with colleagues at all levels across Emerson to ensure a “whole” service and be flexible to assist other colleagues as required.

#### Organisational development & control:

- Lead the Hospitality Service Team through the line management of the Catering and Accommodation Managers and manage other staff as required.
- Manage risk and maintain a risk register for the Hospitality and Catering Service (which includes Emerson Café) with at least monthly updates on progress for the CEO
- Meet financial targets that contribute to ensure the short, medium, and long-term financial sustainability of the Trust by improving income and delivering more at less cost.
- Manage the Hospitality and Catering & Café Services budget including seeking opportunities to develop profitable income streams from catering and accommodation services.
- Provide support for the Events and Bookings Teams at weekends and during periods of absence.

#### Human Resources support:

- Provide efficient and effective HR Services and systems in accordance with employment regulations
- Prepare a contract of employment for new employees, or staff who have required changes to their contract of employment and facilitate all pre-employment checks including taking up references, the preparation of HMRC PAYE, forms, ensuring staff have the right to work in the UK, People Pension arrangements, etc.
- Monitor and obtain updates of staff changes, details or hours worked / overtime, etc for the collation of the “monthly payroll changes form” for approval by the CEO and the onward supply to the Payroll, Finance Assistant and Head of Finance
- Support all managers in the administration of human resources procedures and processes where needed.

## Person Specification

### Experience

- Proven experience of leading Hospitality and Catering Services, the provision and maintenance of residential accommodation and cleaning services in a hotel, College, School, retreat, or residential care environment of a similar size to Emerson.
- Proven knowledge of the best Hospitality and Catering Services practices with an attention to detail, the demonstrable ability to remain calm under pressure and create a calm but efficient working environment for staff and guests.
- Proven experience of leading Hospitality Services profit centre / cost centre financial responsibility.
- Desirable to have a proven living relationship with and experience of Anthroposophy and able to represent Emerson in mainstream and Anthroposophical circles.

### Behavioural Competencies (Further details are in the Emerson College Behavioural Competency Framework)

#### COMPETENCE GROUP 1: HOW WE PROVIDE LEADERSHIP AND DIRECTION

- Leadership: Motivates others to achieve their objectives and goals through involvement and providing feedback and support. Provides and supports development to enable effective delivery.



- Managing Performance: Sets clear, aligned, high standard performance goals & objectives for self, others, and for the College.

#### COMPETENCE GROUP 2: HOW WE MANAGE OURSELVES

- Managing Our Own Work: Plans, structures, and prioritises own work to achieve optimum results.
- Communicating with Impact: Presents a positive image by communicating effectively, being resilient and treating people fairly.

#### COMPETENCE GROUP 3: HOW WE WORK WITH OTHERS

- Meeting the needs of students and all guests: Establishes the needs of students and all guests and strives to ensure that these are met.
- Respect for Diversity and Equality: Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all.

#### COMPETENCE GROUP 4: HOW WE MOVE FORWARD

- Problem Solving and Decision Making: Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect, and co-operation
- Achieving Results: Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.
- Continuously Improving Services: Seeks to continually improve the services and processes that impact on users.

#### Conditions of Service:

Reporting to:	CEO
Responsible for:	Catering & Café Manager, Accommodation Manager, Events & Booking Manager, Reception Manager and all staff and volunteers in Hospitality Services.
Start date:	As soon as possible.
Hours:	Full time interim position, 40 hours a week from Friday to Tuesday as many courses and events run at the weekend and the role includes welcoming students, catering, and the supply of accommodation to participants.
Holidays:	33 days, inclusive of bank holidays.
Discounts & benefits:	Staff discounts on some courses and food, free parking, and a beautiful work environment. Opportunity to work for a Charitable organisation drawing people from across the world and committed to making a difference by supporting people to connect with nature and to finding meaning in life.
Pension:	There is a contributory pension scheme.
Salary:	£32,500 to £36,500 depending on experience.
Right to work in the UK:	It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College Trust.
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