

## **Welcome to Team Wellbeing and the role of Operations Manager**

The Wellbeing Farm specialises in providing fun, quirky and magical weddings and enjoys a fantastic location in between Bolton and Blackburn with easy access to motorways covering the North West. Customers come to celebrate taking with them a unique experience that should more than rival our competitors.

The Wellbeing Farm is run on a commercial basis, but with a strong element of family values, corporate, social and environmental responsibility. The core business is a wedding venue.

We have big ambitions for The Wellbeing Farm and with an already jam-packed calendar, we need support to realise our dreams. We need a truly spectacular person to join the team and help us deliver a unique service across all aspects of the business.

We require an experienced and hands-on manager with a proven record of business growth and leadership within a similar quality of venue where the ambition is to be one of the top venues in the country. This is a position of trust and responsibility requiring integrity, initiative, a strong public presence and a sense of fun (a love of Llamas would be good too).

This position is for someone who has great ideas and really wants to stand out from the crowd. You will be a superstar in the area of weddings and hospitality, be a passionate leader and understand how incredibly important great customer service is. We're looking for someone creative but with the ability to turn their ideas into reality, and have fun at the same time. This is an opportunity to make a real mark in the world of events and functions.

## **The Role: Operations Manager**

1. Responsible for the day to day running of the venue.
2. Bring in the business and be responsible for the sales and operation of all weddings and functions at The Wellbeing Farm. Developing and increasing the number of weddings and private functions taking place at The Wellbeing Farm, but at the same time providing excellent customer service such that guests long to return.
3. You will take a leading role in recruitment, induction and continual training of staff throughout the year. To support the development of a motivated and proactive team within the farm, able to adjust within a changing market and maintain high levels of customer satisfaction.
4. To ensure that all departments are involved in the planning process, making sure very high quality weddings and functions are delivered to customers, whilst giving due consideration to the cleanliness and maintenance of the farm.
5. To follow up each event with the client, making quality feedback a consistent part of the process of striving to improve our offer to customers.
6. Working closely with the farm's Head Chef to make sure we deliver high quality meals and excellent service, in line with the very high standards we set for weddings and functions at the farm.
7. Support the Managing Director with forecasting, reviewing and considering marketing demand, competitor activity, business planning and budgeting. You will play an active role in revenue management, reviewing and analysing data to plan strategies and maximise business potential. To manage each wedding and function prudently, keeping budgets in check and to produce a financial statement for each event.
8. Maintain and uphold the relevant licenses for weddings, civil ceremonies and sale of alcohol on the premises.
9. Respond appropriately to customer comments, complaints and compliments, to gain repeat business and enhance customer service for future business.
10. Maintain fire, health and safety, food hygiene and security systems throughout the farm, including ensuring that a weekly fire alarm check is carried out and those accurate records are kept of tests and activations. Oversee engineers during the routine system inspections.
11. With a role and venue like this, it is impossible to list everything so there may be other duties as you settle into the role....

## The person: Operations Manager

### Essential attributes

- 5 years + experience in running high end weddings and large-scale banquets / functions in a customer focused environment. You must have an unequivocal ability to deliver the highest standard of service and hospitality at each event.
- Substantial experience in staff management – strong, motivational leadership and the ability to effectively manage a team.
- A good academic background & demonstrable professional development
- Your knowledge of restaurant service will be varied and you will be able to adapt for banquet service, casual fast paced dining, receptions and fine dining.
- You will be a multitasker – you must be able to organise and keep track of projects, schedules and people and you will be decisive.
- You will be a professional trouble-shooter – you will be able to think of creative and practical solutions to problems in a fast-paced environment.
- An excellent communicator who enjoys meeting potential clients, and negotiating with them in an enthusiastic and motivated manner.
- Meticulous administrative skills and attention to detail.
- A good understanding of numbers and the ability to interpret financial information. Previous budgeting and forecasting experience
- A proactive individual who can identify new opportunities for The Wellbeing Farm and who can develop new initiatives and projects.
- Ability to work evenings and weekends.
- Excellent IT and social media skills (PowerPoint, Word, Outlook & Excel, social media etc.)
- Full, clean UK driving license and a car owner.

### Desirable attributes

- Personal license holder
- Proven record of converting business and dealing with bookings from enquiry stage to day of arrival - including show-round, follow up and final details.

## **Terms of employment : Operations Manager**

Manager is required to work on a five days out of seven rota. There will be extensive weekend/evening work throughout the year sometimes working into the early hours. The successful candidate will need to maintain a flexible approach to working hours

Contract: Full-time, 40 hours per week

Salary for this role: Up to £30,000 depending on experience + performance related bonus

Holidays: 28 days (including Bank Holidays)

Pension: The successful candidate will be eligible to join the company pension scheme.

Benefits: One week holiday to the family's apartment in Spain (out of season)

Place of work: The Wellbeing Farm, Plantation Road, Edgworth, Bolton, Lancashire BL7 0BY

Closing dates The closing date for applications is noon on **Monday 18th December 2017**

Informal telephone calls to find out more about the role are encouraged – 01204 852113

How to apply: Please send a copy of your CV and covering letter to [Celia@thewellbeingfarm.co.uk](mailto:Celia@thewellbeingfarm.co.uk)

Eligibility to work in the UK: All applicants must be eligible to work and reside in the United Kingdom.

Health assessment: All new employees will undertake a Health Assessment Questionnaire. The questionnaire is to assess the individual's fitness for the job role which they have been offered and ensures appropriate health advice and guidance can be provided.

Next steps: Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. Shortlisted candidates will be invited to a final interview. Informal visits are encouraged.

**Closing Date: Monday 18<sup>th</sup> December 2017**

**Interview Date: Monday 8 January 2017**

As The Wellbeing Farm is a small business, all employees must be flexible with their duties; from time to time you will be asked to participate in tasks that are not in your job description. This can include cleaning, reception work, etc.

This job description will be subject to periodic review and amendment in accordance with the needs of the organisation.

All employment will be subject to a three-month probationary period.

**Health, Safety and Security:**

- It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety and licensing regulations.
- While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person.

**Training:**

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend an induction and all mandatory training sessions as required by the organisation.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.