

Job Description

1. Job Title	Head of Operations
Department	Harrogate Convention Centre
Service	Operations
Team	Operations
Date Prepared/Revised By	June 2017
Post Accountable to	Convention Centre Director
Post directly responsible for employees(number of workers)	Direct Supervision: 4 Indirect Supervision: 32
2. Main Purpose	
<p>To successfully lead a venue facilities operation in one of the UK's major convention businesses. Focus on achieving business results, the highest levels of customer service, well maintained facilities and high standards of health and fire safety.</p>	
3. Key Contacts	
<p>Internal: All Convention Centre staff, DMT, HBC Managers, Kudos Catering External: Clients, Stakeholders, Customers, Suppliers</p>	
4. Main Accountabilities	
<p>Is a member of the management team and is responsible for the effective management and development of the Technical, Front of House and contracted operations services. Ensures that professional standards and processes are embedded into the culture of the organisation and meet customer requirements. Responsible for working with the Councils Operational and Strategic Property Teams to ensure that the Convention Centre facilities meet the needs and expectations of all HIC Customers. Responsible for developing, implementing and leading the HIC Health & Safety and Fire Safety strategy. Responsible for the development and management of all operational and facilities budgets. To lead and inspire managers and employees through personal example to deliver the Council's vision, values and priorities. To build mutual confidence, respect and trust with Elected Members in order to ensure effective political/officer relationships within the Council. To build and maintain effective relationships with key external stakeholders in order to ensure the delivery of the Council's priorities. Ensure that all direct reports are provided with appropriate challenge and support to enable them to provide effective leadership to their teams, and enable the delivery of high performing teams. Promote and embed a strong performance culture through the setting and monitoring of performance targets for direct reports. Ensure that the Council's performance management framework is used to recognise good performance and to tackle under performance. Develop and maintain effective working relationships with Elected Members. Ensure the efficient and effective management of resources to achieve corporate and service priorities within agreed resources. To lead and promote change with the service, and to promote and embed a culture of</p>	

learning and innovation, responding to the needs of service users and customers, in order to drive continuous improvement in service delivery.

Promote and embed a culture of commercial awareness, ensuring that services develop the acumen to identify and develop income generating opportunities and minimise costs.

Manage relationships with external partners and agencies to enhance the Council's performance, reputation and image.

Represent the Council on formal occasions, undertaking as necessary reasonable civic duties.

Be accountable for ensuring equality of opportunity in service provision and employment practices.

This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out any other duties as directed by the Director which are commensurate with the level of the post.

The accountabilities outlined in the job description will be supplemented by annual key objectives which will be developed and reviewed with the postholder as part of the annual appraisal process.

5. Standard Accountability Statements

Health and Safety: You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.

Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

6. Job activities (For each accountability there should be no more than 4 or 5 activities.) Main duties and responsibilities relating to accountabilities identified above.

1.0 Is a member of the management team and is responsible for the effective management and development of the Technical, Front of House and contracted operations services.

Creates a performance driven culture within the operational and facilities teams and the wider organisation.

Ensures the effective interpretation of client requirements designed to exceed client expectations.

Leads, manages and motivates staff in the operations & facilities teams ensuring that the work interfaces with the rest of the business.

Ensures that a seamless service is always provided to event organisers, customers and event contractors.

Works as part of the Convention Centre senior management team in leading the business forward, ensuring effective stakeholder and industry engagement and developing long lasting business relationships.

Takes a full role in the review and implementation of the overall business strategy.

Reviews the operational structures and outsourced service contracts to make sure

that they are fit for purpose.
Keeps abreast of industry trends and developments
Ensures that professional standards and processes are embedded into the culture of the organisation and meet customer requirements.

2.0 Attends and monitors the build-up, operation and breakdown of events to ensure that:

Standards are being maintained staff are working co-operatively
Customer expectations are being delivered consistently
Monitors the performance against specification of the contracted services and takes appropriate action to meet the needs and expectations of all Convention Centre Customers.
Ensures that processes and checklist are in place to consistently deliver efficient and timely operational services and facilities that meet the needs and expectations of all Convention Centre Customers.

3.0 Responsible for working with the Councils Operational and Strategic Property Teams to ensure that the Convention Centre facilities meet the needs and expectations of all HIC Customers.

Ensure that a planned maintenance program is place
Ensure that repairs are identified and actioned promptly
Ensure that appropriate statutory testing is carried out to achieve compliance with legislative requirements and policy
Manage the delivery of investment projects
Ensure that a long term investment plan is in place for the building facilities and operational equipment

4.0 Responsible for developing, implementing and leading the HIC Health & Safety and Fire Safety strategy.

Ensure that emergency plans are in place and that all operational and facilities staff are appropriately trained in the implementation of these procedures.
Leads quarterly emergency evacuation drills
Ensures that a fire safety log is in place, monitored, updated and any defects identified and resolved
Ensure that risk assessments, method statements, check lists and guidance are in place and reviewed regularly to ensure the safety of all Convention Centre Customers

5.0 Responsible for the development and management of all operational and facilities budgets.

Prepares, agrees and controls operational budgets.
Ensures that all in house and outsourced operational services deliver value formoney and are commercially viable.
Sets financial targets – consistently improves business performance and manages risk.