

BOROUGH MARKET

Interim Operations Manager – September 2021

Job Description

Job Title **Interim Operations Manager**

Purpose of the job

The purpose of this role is to help ensure the Market runs smoothly, opens and closes at the correct times and always provide a safe and welcoming environment for customers, liaising with traders as needed, resolving issues and reporting anything significant to the Interim Director of Operations.

Help to manage the cleaning and security teams, ensuring all tasks on the Borough Market property are carried out efficiently and safely, providing clear and helpful instructions. Ensure all relevant paperwork is always up to date and the most efficient and cost effective operational services are procured.

Ensure the brand is well represented at all times and exceptional customer service is delivered at all levels. Help to cultivate an employee culture that is progressive and supportive. Constantly be looking to drive and improve the Market's sustainable practices.

Reports to **Interim Director of Operations**

Direct Reports Cleaning and security teams, as shifts require

Key Internal/External Relationships

External

- Contractors
- Traders
- Market Visitors
- Borough Market stakeholders

Internal

- Operations management team
 - Cleaning team
 - Security team
-

Key Responsibilities

- Day to day problem solver for any issues not resolved by team leaders
 - Manage the Market's external supplier contracts to ensure all equipment is fit for purpose and the most cost effective solution for the quality needed
 - Work with the team to form the specification for tendering relevant Market contracts – i.e. waste, equipment supplies, agency security, ensuring efficient and cost effective procurement while upholding the Market's values
-

BOROUGH MARKET

Interim Operations Manager – September 2021

- Ensure compliance with all relevant healthy and safety, cleanliness and environmental standards across the site and ensure any legal obligations around the Market operation are being met at all times and all relevant paperwork is in place
 - Work with the team to develop an Operations Manual for the benefit of all current and future teams
 - Continually assess the site logistics to ensure the most effective ways of working are being practiced – identify areas of improvement and implement positive change
 - Assist the team with future site logistics planning, taking into account the broader plans and objectives of the Trust
 - Assist in keeping all activity within budget, identifying savings where possible
 - Ensure all members of the operations team are appropriately trained for their roles, ensuring regular refresher training in key areas, procuring external providers as needed
 - Manage contractor risk assessments and insurance documents and issue work permits for all works taking place on site, for both works being carried out by the Trust and works commissioned by traders, with particular focus on project work for the Trust as needed
 - Attend seminars and training sessions as necessary to improve in the role and keep up to date with industry standards
 - Assist with any relevant tasks, as needed
-

BOROUGH MARKET

Interim Operations Manager – September 2021

Person Specification

Qualifications

Ideally to degree level but other higher education or relevant qualifications will be considered

Relevant Health & Safety qualifications (these can be attained once hired as needed)

Previous experience/sector

Proven experience of working with teams in a similar environment, ideally with a link to the food sector

Technical Skills/Knowledge

Strong engagement skills, comfortable engaging with all levels of people, across all walks of life

Excellent verbal skills

Excellent written communication

Excellent computer skills – MS Word, Excel, Outlook

Experience of management systems

A proactive and customer focussed approach delivered within a best practice framework

Reliable, enthusiastic and 'can do' approach with the ability to work independently and as part of a team

Commercial/Business skills

Excellent organisational skills with the ability to prioritise and to manage and meet deadlines and work within budgetary constraints

Ability to work under pressure to tight deadlines, resilient and with a 'can do' attitude

Excellent teamwork skills

Excellent written and oral communication skills, including personal and face to face contact

Excellent attention to detail

Managerial/Leadership Skills

Experience in managing teams with skills that build morale and motivate direct and indirect reports

BOROUGH MARKET

Interim Operations Manager – September 2021

Motivation

Commitment to the sustainable vision of Borough Market for quality produce in a safe space, providing an exceptional customer experience

Status of role

6-9 month contract, full time, with weekend and evening work

Potential to move to permanent contract in the future

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.