

BOROUGH MARKET

Head of Operations – March 2024

Job Description

Job Title	Head of Operations
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Purpose of the job	<p>This role is responsible for ensuring the Market runs smoothly, opens and closes at the correct times and always provides a safe and welcoming environment for customers. Be an exceptional leader, ensuring appropriate levels of frontline and on the ground management staff at all times. Liaise with traders to resolve issues, reporting anything significant to the Director of Operations.</p>
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Manage operations, cleaning and security teams, ensuring all tasks on the Borough Market property are carried out efficiently and safely, providing clear and helpful instructions and making sure all teams feel equipped to carry out their roles. Bring the team together to work in a cohesive fashion and provide exceptional customer service to all visitors.

Responsible for ensuring all health and safety risk assessments / paperwork is always up to date and reviewed as necessary, continually assessing the site to look for improved ways of working.

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

Reports to	Director of Operations
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Direct Reports	Operations Manager (x2) (Market Supervisors and cleaning team) (Market security team)
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Key Internal/External Relationships	External
	<ul style="list-style-type: none">• Borough Market Stakeholders• Market customers and commercial clients• Local businesses, and local community associations• External contractors
	Internal
	<ul style="list-style-type: none">• BM SMT• Cleaning and security teams• BM staff (internal communications)• Traders – consultation and relationship management

Key Responsibilities	<ul style="list-style-type: none">• Management of day-to-day Market operational decisions and problem-solving, guiding team members as needed• Design and manage rota system for all frontline teams to ensure smooth and
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BOROUGH MARKET

Head of Operations – March 2024

efficient running of a seven day operation

- Deliver the Market operations plans while ensuring all spend is kept within budget, including overseeing the tendering of key services
 - Responsible for the fitness for purpose of all facilities, utilities and equipment in the Market for retail, catered and wholesale traders
 - Responsible for having accurate and well planned health & safety risk assessments and documenting procedures for safe systems of work and maintaining these standards at all times
 - Effectively manage and deal with any security issues for both the in-house team and external contract provision
 - Ensure all security systems are correctly maintained and compliant, ensure compliance with all relevant legislation and codes of practice
 - Manage maintenance issues across the Market to ensure they are efficiently and effectively resolved, including year on year PPM planning
 - Developing and maintaining key relationships with relevant external organisations, partner organisations and local community groups in order to drive our activity forward
 - Assist in ensuring all offers within the Market comply with the BM food values and traders' respective user clauses. Report any issues to the relevant Director of Operations
 - Work closely with the Development Team to ensure all trader relationships are clear and consistent
 - In-house relationship management with the Communications team to ensure messaging is always in line with the Market operation, continually working on the best way to share information
 - Responsible for recruiting (using standard interview and selection processes supported by HR), inducting and training new staff in accordance with the Market's processes, when necessary. Develop staff and report any areas of concern to relevant Director of Operations
 - Responsible for ensuring operational and security staff receive relevant training in relation to expected standards and quality of general cleaning and health and safety requirements, particularly regarding the operation of equipment, manual handling, COSHH and security systems
 - Attend seminars and training sessions as necessary to improve in the role and keep up to date with industry standards
 - Be available for out of hours work as required
 - Providing ad hoc assistance to the Director of Operations as needed
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BOROUGH MARKET

Head of Operations – March 2024

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)

Sound working knowledge of the UK Health and Safety legislation and Food Hygiene Act

Previous experience/sector

Previous experience of working an operational environment (at least 8 years), with proven team management skills

Ideally with a demonstrable passion for and knowledge of quality food sector

Technical Skills/Knowledge

Experience of operational business management and the ability to balance the requirements for high standards of health and safety and staff welfare

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

Excellent presentation skills

Ability to gain the immediate professional credibility and confidence of managers, employees, Trustees, traders and external bodies

Commercial/Business skills

Strong planning and organisational skills, able to multi-task and juggle multiple projects according to changing priorities

A self-starter, who is able to dictate and take responsibility for own workload

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

Well-developed commercial and financial acumen with the ability to contribute

BOROUGH MARKET

Head of Operations – March 2024

	to the wider business of the Trust
	Excellent teamwork skills
	Excellent written and oral communication skills, including personal and face to face contact
	Excellent attention to detail

Managerial/Leadership Skills	Excellent management of key external relationships with range of stakeholders and internal relationships with Borough Market staff and traders
	Excellent team management with the ability to build morale and motivate all staff

Motivation	Commitment to the sustainable vision of Borough Market for quality produce in a safe space, providing and exceptional customer experience
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Status of role	Permanent, full time, with weekend and some evening work
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