

Think
new things
Make
new connections

Date: January 2021
Job Title: HOUSE OPERATIONS MANAGER
Hours: Full time (40 hrs)

Job Description:

Under the direction and line management of the Bursar, the House Operations Manager is responsible for the smooth and efficient running of all operational aspects of the Ditchley mansion on a daily basis and ensures that all requirements for Ditchley Conferences and Private / Charity Events are delivered by the respective operational teams (Events, Domestic, Kitchen, Estates). The House Operations Manager is the de facto deputy for the Bursar.

The position involves the following key points:

- Deputy to Bursar for HR, H&S, project management, estate management, compliance.
- Line Manager of all operational staff: Domestic Bursar, Chef, Head of Estates, Bursary Coordinator, (Event Coordinator/Butler)
- HR: line management support and advice; monitoring performance; recruitment; induction and off-boarding; training; appraisals; disciplinaries; contracts; rostering (casual staff).
- Staff and guest safety: Covid-19 safety and advice on guidance; risk assessments; accident reporting; RIDDOR; Fire safety/evacuations; continuous improvement of procedures, information and facilities.
 - Secretary of the Health & Safety and Risk Committees.
 - Core member of the Business Continuity & Disaster Recovery Team.
- Takes overview of all activities in the Mansion, deconflicting use of house for events and meetings with essential maintenance and building improvement projects.

- Provides support to Ditchley Conferences and other Foundation events by co-ordinating event requirements (hospitality, room configuration, support staffing) and instructing teams accordingly.
- Private Event Management: manages and maximises Private Events Calendar, and providing first class customer experience to all clients (with Event Coordinator):
 - Liaison with clients; coordination of requirements; instructions to all operational teams; general event administration and data entry; documentation preparation; on-the-day delivery;
 - Marketing of facilities, including support to the Ditchley marketing campaign for high value events.
- Duty Management for events: providing point of contact in the Mansion to assist guests throughout their stay; supervising operational teams during events; front of house service.
- Financial management of Private Events and operational budgets.

Person Specification

- General background in business administration, including knowledge of/experience in team leadership, HR, H&S and compliance
- Resilient and confident
- Attention to detail and problem-solving
- Good level of computer literacy and Office packages
- Reliable, with good time management
- Excellent customer service
- Adaptable: able and willing to work across a broad range of tasks, disciplines, and teams
- Integrated, collaborative and flexible approach
- Willing to work outside of normal working hours at conferences and events (evenings and weekends)
- Genuinely enjoys working in a team, collaborating closely with work colleagues and possessing a strong understanding and appreciation of positive team behaviours