

## ROLE PROFILE

### Head of Operations

Reporting to: General Manager

Role purpose:

Responsible for all Resort maintenance, facilities management and the resort Operations, working closely with all members of the resort leadership team, overseeing all park infrastructure activity.

#### Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Responsible for the core infrastructure of the resort, ensuring business continuity.
- Ensuring compliance with all statutory and brand safety polices associated with gas, water, electric, drainage, caravan siting.
- Ensuring the resort is clean and is in line with H&S and cleanliness guidelines.
- Lead a multi-disciplined team to create resort environment for our guests and Owners to enjoy.
- Presentation of all external areas of the Resort
- Resort sustainability plan
- Maintenance across the resort, to include grounds, buildings and equipment.
- Supports major capital development projects, working closely with the Resort Director, Project Manager, and contractors.
- Network and build relationships with local Parks, suppliers and contractors to leverage cost opportunities.
- Supporting the cleaning operation across the resort ensuring a high level of cleanliness standards.
- Leading the team to ensure the maintenance department meets the daily, weekly, monthly and annual KPI targets.
- Effectively managing a budget for maintenance wages and monitor and maintain effective cost controls.
- Ensuring all required maintenance jobs are recorded on our company system with effective management of time taken, parts used and overall costs.
- Building relationships with guests and owners and resolve queries within agreed timescales and follow through to beyond satisfaction.
- Planning, implementing and controlling winter and summer work programs of repair and maintenance.
- Ensuring the good working order of all plant and equipment whilst ensuring a planned maintenance schedule is in place in line with the Health & Safety policy.
- Liaising with external contractors for the completion of all projects and ensure compliance with Health & Safety.

<b>Progression in role:</b>	<b>Training for role</b>
<p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Experienced in maintenance at a professional level</li> <li>• Previous responsibility for working with financial budgets</li> <li>• Previously managed a profit centre with both revenue and expenses</li> <li>• Have experience of successfully leading, developing and motivating a maintenance team.</li> <li>• Ideally has a gas or electrical related qualification.</li> <li>• Experience of carpentry, plumbing or another maintenance based trade.</li> <li>• Strong understanding of landscaping and gardening work.</li> <li>• Hold the ability to plan and execute a maintenance schedule.</li> <li>• Experience of controlling a winter plan or similar proactive maintenance projects.</li> <li>•</li> </ul>	<p>Company orientation and induction  General health and safety  COSHH  Fire safety  Moving and handling  Working at height  GDPR – E-Learning</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Seeks out and acts upon regular guest feedback to build understanding and respond to guests needs.</li> <li>• Monitors advocacy and Owner and Holidaymaker feedback, creates action plans to address opportunity areas for improvement.</li> <li>• Effectively manages team and individual performance ensuring all team have a Personal Development Plan.</li> <li>• Builds management capability in team.</li> <li>• Ensure team have relevant qualification and complete training for their role.</li> <li>• Monitors team engagement, Holidaymaker and Owner feedback reports, creates action plans to address opportunity areas for improvement.</li> <li>• Monitors the P&amp;L and takes action to deliver the contribution target and budgeted costs.</li> <li>• Actively manages the ordering and control of stock.</li> <li>• Ensures the department uses workforce tools to deliver wages in line with budget.</li> <li>• Confident decision maker</li> <li>• Can exercise sound judgement and manage conflicting priorities when under pressure</li> </ul>	<p>Cove Leader  Objective setting  PDRs  Diversity and Inclusion</p>
<p><b>Advancing</b></p>	

<ul style="list-style-type: none"> <li>• Identifies and develops future talent in department.</li> <li>• Expert understanding of related legislation.</li> <li>• Strong management and leadership skills to lead broad teams</li> <li>• Finds creative solutions to extraordinary situations</li> </ul>	
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Achieves budget consistently</li> <li>• Team retention is good</li> <li>• Examples of team development e.g. qualified</li> <li>• Excellent relationships with all departments</li> </ul>	
<p><b>Key measures</b></p> <p>Feedback from Owners and Holidaymakers  Team survey  Owner survey score for maintenance  Complaint ratio  Departmental budget</p>	