

Sherlock: The Official Live Game
Operations Supervisor Job Description

Job Title:	Operations Supervisor
Reports to:	General Manager
Direct reports:	FOH and BOH team, Venue Supervisor
Based:	London
Job purpose:	To deliver a best in class customer experience and ensure our customers leave with awesome memories.

We are looking for an Operations Supervisor to lead daily operations ensuring the highest level of customer experience and service. Managing a dynamic team of salaried and casual staff, the role will oversee FOH, BOH & customer service to ensure the comfort, safety and enjoyment of all guests and job satisfaction of team members, as well as the financial success of the attraction.

Scope & Key Responsibilities:

Managing overall operations, you will be responsible for performing a variety of duties, whilst ensuring that service delivery is smooth, efficient, and memorable. Responsibilities will include managing the FOH and BOH team, leading on team scheduling, completing daily/weekly reports, negotiating preferential rates with suppliers and managing customer service escalations. You will be working closely with the General Manager to enhance the guest experience, drive sales and deputise for the Senior Management team when they are not on site.

We welcome applications from everyone.

Duties include but are not limited to:

Day to day

- Oversee opening and closing venue for business
- Act as venue lead on a day to day basis and allocate roles to team members as and when required
- Implement and assist team with immediate experience fixes
- Check and report staff attendance
- Provide daily show reports, customer journey records and other reporting requirements
- Provide cover for venue staff as and when necessary
- Work in partnership with the sales team to manage the inventory to match demand.

Scheduling

- Create smooth, effective and efficient rotas ensuring the venue is staffed to cover demand whilst keeping within monthly budget targets
- Work with the Bar Supervisor to ensure Mind Palace is staffed effectively and within budget
- Manage adjustments to the rota as and when necessary, including finding cover for staff absences
- Ensure sickness and absence trackers are kept up to date
- Produce monthly payroll spreadsheet and keep track of holiday pay entitlement and usage
- Manage Staff Schedule email inbox
- Keep in regular contact with staff to ensure effective communication
- Provide admin support for staff recruitment
- Co-ordinate staff training
- Be proactive by suggesting efficiencies and improvements to the rota
- Ensure all documentation is kept up to date
- Submit timely reports and prepare presentations/proposals as assigned
- Check and approve any freelance/contractor invoices.

Managing Staff

- Deliver the role's objectives within budget
- Keep track of monthly, quarterly and yearly goals through detailed reporting and communicate deadlines and sales goals to team members
- Uphold and enforce company processes and policies and work with management to assess and improve them
- Motivate and provide encouragement to staff
- Lead on grievance and disciplinary processes as and when required
- Answer staff questions, help with problems and oversee work for quality and compliance
- Provide staff performance evaluations and reviews addressing employee feedback or performance issues as needed
- When required, conduct team meetings to update members on best practices and continuing expectations
- Assist management with hiring processes and new team member training
- Deliver in house training to existing staff as and when required
- Oversee security of the facility
- Deputise for Senior Management as and when required. • Support the team during VIP and special event evenings
- Ensure in-venue sales and marketing materials are up to date and relevant
- Any other reasonable tasks as requested by fellow managers

Customer Service and Welcome

- Inspire staff to be customer focused, welcoming, committed and diligent. You'll need to shine above the rest when it comes to customer service and interaction as you'll be role-modelling what great looks like.
- Work with staff to ensure consistency of service.
- Provide customer service support, answer queries and address customer issues and complaints.

Health and Safety

- Lead annual Health and Safety review.
- Implement Health and Safety procedures and emergency protocol.

Other

- Nurture relationships with suppliers and service providers where necessary and negotiate preferential rates, suggest efficiencies, and identify alternative suppliers as appropriate.
- Manage inventories and stock, including keeping detailed records and advising management on ordering where necessary
- Ensure merchandise and physical working spaces meet and exceed company presentation standards.
- Record and report expenses.
- Perform any and all other responsibilities as may be assigned from time to time.
- As the role is in development, this is a provisional job description and the company reserves its position to make changes in accordance with how the role fits within the business.

Competencies and Person Specifications:

Essential:

- Minimum two years' experience in an Operations Supervisor position or equivalent
- Clear understanding and experience of health & safety management
- Ability to take initiative and remain calm under pressure
- Experience managing events and functions
- Overseeing daily financial procedures & till reconciliation
- Exceptional communication and leadership skills
- 100% Flexible (evening and weekend work will be required and must be available at peak times which are weekends and school holidays).

Desirable skills and experience:

- First Aid trained
- Fire Marshall trained.

Additional Information:

Contract type: Full time and permanent

Salary: On application

Hours of Work: 42 hours per week.

Holidays: 20 days per annum plus bank holidays pro rata.

Pension: Statutory pension after qualifying period

Other benefits: Discount on The Official Sherlock Live Game and Bar

Notice Period: 2 months

Probation Period: 6 months