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| **Job Title** | People Operations Manager – Levy UK |
| **Responsible to** | Venue General Manager and Venue Head of Catering |
| **Venue** | Edgbaston Stadium |

**Edgbaston stadium is passionate about what it does. It cares about every customer and the experience they have. Our priority is our people and our focus is being better than yesterday. The team drives for excellence every day and the people operations team believe in our people to deliver it.**

This job description is a guide to the work you will initially be required to undertake, it may be changed from time to time to incorporate changing circumstances and business priorities. It does not form part of your contract of employment, but will in parts be used as part of your roles and responsibilities.

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| **Overall Purpose of the Job**To ensure that the appropriate quantity, consistency and quality of staff are booked for work at the location. Manage the variable payroll to achieve financial targets set while meeting the operational needs of the location. Develop and deliver the recruitment and training plans and activities in the location to ensure world class customer service. To drive the highest calibre of directly resourced casual staff, whilst consistently liaising with all operational parties to ensure that the correct volume of staff are booked for work whilst also ensuring all staff have the proper skill set to fulfil the work offer.  |
| **Key Responsibilities**Your key responsibilities:

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| **Key Areas** | **Key Responsibilities** |
| **Operations** | * To develop a high performing culture by supporting the team, which includes any temporary members of staff you may have dealings with
* Manage the maintenance and co-ordination of the recruitment and training plan in line with local demographic trends. Ensuring efficient job advertising and timely interviews/assessments.
* To assist and deliver the recruitment of variable team members in line with the recruitment plan, with particular reference to their respective area of responsibility
* Ensure that all staff receive a full induction and relevant training on joining the Company, that sets them up to succeed and deliver
* To motivate the venue teams to live the division’s vision to be a preferred employer, thus commanding loyalty and commitment from the variable workforce
* To ensure that our venue focuses on the well-being of our workforce at all times
* Ensure adherence to employment legislation at all times.
* Ensure personnel files are maintained at all times
* Act as a Human Resources internal link at unit level to deal and assist with personnel issues
* To attend and actively contribute to all meetings, ensuring that all briefing session material is cascaded as appropriate
* Ensure engagement through effective communication, recognition and ensure positive people management
* To identify people who excel in customer relations as part of your team and ensure that we reward them with venue agreed incentives
* Act on feedback and any concerns raised within areas of responsibility and ensure a resolution is achieved to a satisfactory level
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| **Business Excellence** | * Explore new and diverse ways of recruiting and retaining a database of staff; commanding loyalty as much as possible in order to grow a large, reliable and professional team
* Reduce agency labour costs throughout, through innovative recruitment projects and the successful sharing of staff across all venues
* Support the induction, training and familiarisation for all new casual workers and employees
* Ensure the staff database is managed, maintained and utilised to its fullest.
* Manage relationships with all third parties connected to any recruitment programmes in order to maximise the level of service provision to our staff and customers
* Liaise with operational management team before an event to agree the required staffing standard
* Ensure that all staff are booked, confirmed, checked in and allocated to specific areas for each function or event, focusing on the correct skill matches and levels of experience
* Liaise with Recruitment Agencies to book quality staff where necessary.
* Ensure that there is a recognised procedure for all staff with regard to code of conduct, and checking in and out procedures.
* Ensure sufficient uniform is available for every operational day in accordance with client requests.
* During operational days ensure grievance, disciplinary, uniform and accident issues are all dealt with in line with business guidelines
* Recommend new and innovative ideas to ensure continuous improvement and to remain leaders within the industry
* Support the management team with other general office duties relating to the successful operation of the catering department in any reasonable way possible
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| **Financials** | * To manage unit rotas in line with business needs and set targets
* To work within all given budget parameters, accurately forecasting performance
* To analyse, interpret and relate statistical payroll data to operational performance, identifying any problem areas and business opportunities
* Challenge and continually review variable labour specifications within all areas to assess cost effectiveness.
* Ensure all variable workers within areas of responsibility are paid correctly and on time
* To ensure that all weekly payroll procedures are carried out efficiently and within the given timescales
* Deal with payroll queries in a prompt and courteous manner and ensure speedy and accurate checking of all invoices.
* Ensure COS% set for labour and controllables within the locations is achieved at all times and where possible exceeded.
* Ensure financial controls are adhered to at all times
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| **Health & Safety** | * Maintain H&S compliance and get involved with H&S meetings
* Ensure H&S training is completed in accordance with legal and company requirements (including Responsible Service of Alcohol)
* Personally, demonstrate that you take responsibility for your own health and safety and that of others
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| **Key Relationships*** Heads of Departments
* HR Business Partner
* Labour Ops Manager
* Venue Manager
* Business Excellence Team
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| **Key Skills and Experience*** Nice – a positive attitude and friendly approach
* At least 2 years similar experience gained in a commercial environment
* Proven history in recruitment and training
* Excellent interpersonal skills
* Excellent administrative and organisational skills
* Ability to lead others and delegate effectively
* Strong people management skills
* Diplomacy, discretion and impartiality of judgment
* Computer literacy
* Payroll Management and/or Budgeting experience
* Event/Catering experience an advantage
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(ADVERT)

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A fantastic opportunity has become available with Compass Group based at Edgbaston cricket ground. The People Operations Manager is ultimately responsible for the recruitment, deployment and payroll process for the casual workforce at Edgbaston stadium. Delivering for some of the worlds largest Cricket events you will have a strong focus on training and development of staff while keeping a keen eye on HR related topics. Organisation, clear planning, good communication and building trust and strong relationships are key attributes to being successful in this role.

Experience in people operations, recruitment and training is vital, a passion for people and development is required.

Some key skills are:

* **Nice – a positive attitude and friendly approach**
* **At least 2 years similar experience gained in a commercial environment**
* **Proven history in recruitment and training**
* **Excellent interpersonal skills**
* **Confidence to present and deliver group training.**
* **Good Health and safety knowledge**
* **Excellent administrative and organisational skills**
* **Ability to lead others and delegate effectively**
* **Good computer skills**
* **Strong people management skills**

If you feel you show some or all the above key skills and would like to join a diverse fast paced rewarding environment, then please request a full job description from craig.abley@compass-group.co.uk