



Head of Operations

Full-time, permanent position

As Head of Operations, you are required to oversee the daily running of front of house, ensuring that all areas within your remit are kept to an excellent standard and be able to confidently run the delivery of a range of events at Ellingham Hall.

It is essential that as Head of Operations you have a positive, and outgoing personality with vision, enthusiasm, and a passion for delivering exceptional customer service. A friendly and flexible working style, good problem-solving skills, and the ability to keep calm under pressure are important attributes for this role. Excellent organisational and communication skills are also extremely important as well as the ability to work a part of a team or independently.

You will be expected to work a range of shifts including daytime, evenings, and weekends. You must have excellent attention to detail, exemplary organisational skills, be very customer focused.

Experience of working in the hospitality industry is essential.

Main Duties –

- Experience of leading teams in a similar catering environment.
- Oversee that the front of house team is following all food control and safety regulations.
- Ensure excellent customer service by coaching staff on how to exceed guest expectations and take steps to identify and support training needs.
- Support the recruitment, training, and motivating of all operational staff including keeping them up to date with all changes in company policies.
- Help to prepare front of house rota's and keep check of staff timekeeping and sickness.
- Ensure that the uniform and personal appearance of yourself and your team are always clean and professional.
- Share responsibility for all financial issues e.g., the balancing of tills and floats.
- Maintain high standards of venue hygiene/cleanliness and keep cleaning records up to date. It is essential that you take overall ownership of the appearance of all front of house areas.



- Oversee the ordering, rotation, storage and recording of all bar products, making sure that the items sourced are the best value.
- Being able to delegate freely and to have the ability to move priorities according to demand.
- To communicate and co-ordinate with the kitchen effectively.
- Personal alcohol license & Food Hygiene Certificate (desirable)