



**Contract Role:** Operations Manager at the British Museum of Food's Scoop: The Wonderful World of Ice Cream

**Contract type:** Fixed-term contract (21.5 days between 06/08/18 & 08/09/18)

**Location:** Gasholder, Kings Cross, London (7-minute walk from the station)

**Reports to:** Management team at Bompas & Parr

**Day rate:** £120-£150 per day depending on experience

### **Operational responsibilities**

- Manage the day-to-date running of the entire exhibition
- Ensure the exhibition is operated and maintained to maximise profitability whilst ensuring that company standards, policies and procedures are maintained
- Run daily exhibition site checks
- Ensure the exhibition runs to the company and legal standards in relation to hygiene, H&S and licensing
- Compile a daily show report for key project stakeholders
- Be the face of the exhibition and provide accurate information about BMoF
- Ensure every guest is treated equally and assist with any visitor enquiries
- Create and manage a database of visitors
- Observe and monitor operation systems and ensure best practice at all times
- Suggest and implement any operation changes upon approval from the Management team
- Manage all snagging and maintenance updates
- Ensure all HACCP documentation is kept up-to-date and all regulations are being complied with

### **Team management responsibilities**

- Be the team manager and oversee all onsite staff during live exhibition days
- Plan and manage the entire staff and volunteer rota
- Prepare and lead daily team briefings
- Recruit new staff and volunteers as necessary and co-ordinate training
- Ensure the team comply with legislation regarding licensing law, H&S and fire safety
- Build sales by insisting and demonstrating excellence in customer service
- Foster a dynamic, open and indefatigable optimistic live exhibition team

### **Venue management**

- Manage the security of the premises, exhibition spaces, products and stock
- Oversee daily maintenance and technical troubleshooting
- Manage onsite venue logistics in preparation for private views and special events

- Oversee the cleaning rota and run quality and standard checks

### **Financial responsibilities**

- Provide weekly financial reports on visitor tickets, shop and café sales
- Shop and café sales administration including setting up systems for daily stock checks
- Manage safe keeping of cash onsite and perform weekly offsite banking
- Monitor stock purchases in accordance with set budgets and requirements
- Provide information of staff wage costs to Management
- Identify and solve any problems that affect sales and profit and liaise with the Management team to resolve issues promptly
- Provide weekly prediction and actual figures for staff and operational running costs

### **General**

- Be the lead representative for Bompas & Parr on-site
- Create and maintain all organisation of onsite documentation in accordance with Bompas & Parr procedures
- Be the daily point-of-contact for all key project stakeholders
- Provide content from the event site for online platforms; Instagram, Twitter and Facebook

### **Specific requirements**

- Be available to work 4.5 days a week between 06/08/18 and 08/09/18 (days can be flexible and can be arranged around the staff rota)
- Ability to think creatively and problem-solve under pressure
- A can-do attitude combined with passion, energy and enthusiasm for entertaining the public
- A calm demeanour with sound decision-making skills

### **How to apply**

If you are interested in applying for this position, please email [bmofoopportunities@bompasandparr.com](mailto:bmofoopportunities@bompasandparr.com) with 'BMoF Operations Manager' in the subject heading.

Please include the following in your application:

- A copy of your current CV
- A short introduction about yourself and why you think you are suitable for the contract role

Interviews will be held on 29<sup>th</sup> & 30<sup>th</sup> May 2018 at Bompas & Parr's Studio in Bermondsey, South London.