

Job Description

Operations Manager (Nature Discovery Centre)

Hours of work: 35 Hours per week (a minimum of 28 hours will be considered), worked to a rota, weekends and bank holidays required.

Type of Contract: Permanent

Based at: Nature Discovery Centre

Job Purpose

To support BBOWT in achieving our strategic goal to engage people to act for nature. This role will lead in the delivery of an exceptional visitor experience at the Nature Discovery Centre, overseeing commercial operations including the café, shop, and events. Encouraging visitor engagement and delivering a positive financial contribution. Collaborating with internal teams and external stakeholders to ensure the site is inspiring, safe and delivers engagement and financial objectives.

Reporting Line

The post holder reports to the Head of Commercial Estate

Line Management

The postholder line manages the Visitor Experience Manager, Cafe Manager, Duty Managers, and the Facilities Technician

Key Tasks

Management

- Manage and develop a high-performing team of staff and volunteers
- Create and deliver the Centre's Business Plan aligned with BBOWT's strategic goals
- Manage Visitor Centre budgets
- Weekly Duty Manager shift, including weekends and bank holidays
- Build partnerships with stakeholders, including West Berks Council

Visitor Experience and Commercial success

- Ensure adequate staffing and volunteer support
- Identify and implement income generating opportunities that align with BBOWT's mission and values
- Maintain a dynamic relevant retail offering
- Deliver a cost-effective programme of visitor engagement activities
- Ensure a safe, inclusive, and welcoming environment

General

- Ensure compliance with legislation and BBOWT policies
- To always represent BBOWT professionally
- Provide regular performance and financial reports
- Promote membership recruitment across the team
- Undertake other duties as required by senior management

Person Specification

- Visitor services skills, incorporating commercial retail or catering
- Proven success in income generation and business planning
- Excellent written and verbal communication skills to a broad range of audiences
- In-depth skills in managing staff and/or volunteers and creating and leading high functioning teams
- Excellent influencing and negotiating skills
- High levels of initiative to achieve results with limited human and financial resources
- Proficient in Microsoft Office, especially Excel
- Food Hygiene Level 3* and First Aid at Work certification*
- Commitment to BBOWT's values and behaviours

* Qualification may be attained within first 3 months once in post, A failure to pass these tests is likely to mean that the employment will be terminated.

This post will be DBS checked at basic level. A criminal conviction will not necessarily be a bar to obtaining the position. BBOWT will not unfairly discriminate based on criminal convictions. BBOWT's policy regarding this matter and the Disclosure and Barring Service Code of Practice are available on request.

Measurements of Success

- Achievement of financial targets.
- High staff and volunteer engagement.
- Increased visitor satisfaction and attendance
- Amount of supervision required to achieve the above.