

Operations Manager (Commercial)	
Grade C3	Operations

- Reporting to:** Operations Director
- Direct reports:** Retail Supervisor, Senior VEA and VEA
- Working Pattern:** 5 days out of 7 (inc Weekend Working)

About Us:

Twycross Zoo is a fantastic conservation and education charity and historic organisation that has existed for 60 years. At the heart of what we do, the reason we exist, is to be an influential conservation and education charity, delivering on our commitments to be visitor obsessed and provide world-class animal environments and levels of husbandry. Alongside this, we strive to be an effective charity with a commercial mindset, putting our people at the heart of the organisation.

Key Objectives:

- To ensure all visitors to Twycross Zoo have a safe and memorable experience, whilst maximising profit from visitors.
- Ensure the efficient running of the day-to-day operations through management of the team leaders to achieve great customer service, profit for the zoo and H&S guidelines.
- Provide supervision, development and motivation for direct reports.
- Deliver a professional and efficient service, within budgetary guidelines, aiming to exceed our visitor's expectations.
- Ensure strict compliance with all relevant Health & Safety legislation/requirements

Key Responsibilities:

Operations

- Ensure the day-to-day running of the retail operations are being effectively managed by team supervisors
- Have regular dialogue with the Operations Director and Finance to monitor operational spend, highlight risks, and escalate issues, without responsibility for financial approval or commercial decision making
- Liaise operationally with the appointed third-party buying partner to support effective day-to-day retail operations, escalating issues or risks to Finance or the Operations Director as appropriate
- Ensure all H&S requirements and audits are being met for retail
- Be a "Champion of Customer Care", continually setting staff a good example, motivating others to do likewise and ensuring that all departmental staff consistently demonstrate best customer service practice.
- Ensure all members of the operational team are briefed about current promotions and targets and that relevant point of sale signage is correctly displayed, and any general zoo updates are promptly delivered
- Ensure that the zoo's Policies and Procedures are followed by ensuring the correct adherence of Health and Safety compliant practices, taking immediate action to remedy issues and, where appropriate, the implementation of new safe working practices.

- As part of the Leadership Team, contribute to the operational management and continuous improvement of the Zoo
- Handle customer complaints appropriately. Proactively solve problems and situations, keeping the Operations Director or DCM informed where appropriate.
- Follow and produce risk assessments and SWP's for new facilities or items and update current risk assessments and SWP's when required.
- Ensure all administration duties are completed fully and accurately, ensuring that deadlines are met including staff briefing documentation
- Role models and champions a guest-obsessed culture, inspiring teams to proactively anticipate visitor needs, exceed expectations, and deliver safe, welcoming and memorable experiences at every touch point
- Work on a rota basis to provide Zoo Duty Manager (ZDM) cover for up to two days per week. During ZDM shifts, this role will take full operational responsibility for the day, acting as the senior operational decision-maker on site. You will lead operational standards across the Zoo, manage incidents, priorities and escalations as required, ensure safe and compliant operations, and deliver a high-quality guest experience. This will be achieved through close collaboration with the Operations Leadership Team and cross-functional leaders.
- Maximise operational effectiveness and monitor departmental expenditure to support cost control and efficiency, within agreed budgets and without financial authority.
- To work cross functional, being able to support and cover each of the supervisor and manager roles within operations.

People

- Actively manage sickness absence and employee wellbeing, including monitoring absence levels, conducting return-to-work discussions, managing long-term sickness in line with policy, and escalating concerns appropriately to ensure sustainability of the workforce.
- Champion the guest experience culture across the department to ensure the highest standards of delivery, presentation, and service
- Ensure all team members are managed and developed effectively, contributing to goal to be the best Zoo to work at.
- To ensure appropriate handling of people management issues including training, development, grievances, and investigations and initiating disciplinary action as appropriate.
- Ensure employees are recruited, inducted, and developed to ensure a stable and engaged workforce.
- To plan the recruitment of temporary seasonal staff by liaison with the Operations Director in line with Zoo's recruitment procedures.
- Produce staff rotas to be in line with budget and monitor staff attendance activity to ensure accurate payroll transactions. Ensure that employees' working time is managed in line with policy and ensure that holiday entitlement (both contractual and working time directive) are taken and recorded correctly.
- Ensure all operation members of staff adhere to the uniform policy
- Actively encourage and support new and innovative ideas from all team members and demonstrate an ability to bring the best out of people.

- Role model our values, constantly looking for ways to wow our guests and deliver an outstanding experience to encourage repeat visits.

Person Specification – About You...

- Proven track record of successful retail and operational management, preferably in the visitor attraction industry.
- A passion for exceeding guest expectations and the ability to lead a team to do the same.
- Exceptional leadership skills, a desire to nurture and develop your team to be high performers who deliver to your high standards.
- A value driven, can do approach and not afraid to roll your sleeves up and get stuck in where needed.
- The ability to communicate at all levels, from frontline host to CEO and stakeholders, you will be able to articulate your vision with passion at all levels of the business.
- Innovative mindset with the ability to adapt to changing market conditions.
- Unflappable, in an environment where no day is the same, you will be calm and able to respond in a crisis.

Why Join Us?

- Work at a leading conservation charity with a growing national impact.
- Lead transformative, large-scale biodiversity projects across a dynamic zoo estate.
- Be part of a passionate, supportive team making a real difference for UK wildlife.

Benefits

Just some of the benefits include;

- 31 days annual leave, including bank holidays
- Life assurance
- Company sick pay from day one of absence, once successfully completed probation period
- Access to discount platform
- Staff membership card giving you free entry to the zoo on your days off
- Complimentary Twycross Zoo ticket allowance for friends and family
- Discount in the Twycross Zoo gift shop
- Discount in Twycross Zoo food and beverage outlets
- Monthly recognition award scheme
- Access to employee assistance services
- Free parking

How to Apply

To apply for this role, please submit your CV and cover letter to human.resources@twycrosszoo.org.

All applications for this vacancy are to be submitted directly to the Company, and strictly no agency calls or agency CV submissions.