

Operations Manager (Operational)	
Grade C3	Operations

Reporting to: Operations Director

Direct reports: 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:

- Ensure the smooth running of the operation functions such as parking, cleansing
- Management of the waste and recycling to support our Conservation Strategy, Goal 6
- The delivery of the key performance indicators for the operation department in regard to visitor experience, health and safety, financial and productivity
- Ensure strict compliance with all relevant Health & Safety legislation/requirements

Key Responsibilities:

Operations

- Directly Responsible for the guests, staff and third-party parking and road management as necessary
- Take full ownership of day-to-day presentation of the guests “on site” and “pre-entrance” areas.
- Deliver highest standards of cleanliness, leading the cleansing department and working to improve and maximise environmental/cleanliness initiatives with the Estates team to drive KPIs.
- Responsible for the day-to-day operation of “Wet and wild” when operational (April to October)
- Responsible for the ordering and budget of staff uniform across all departments
- Manage the waste management across the Zoo with our current contractor, maximise recycling to support the Conservation Strategy Goal 6
- 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 budgets in all areas to ensure flexible cost control and maximum efficiency.
- To work cross functional, being able to support and cover each of the supervisor and manager roles within operations.

Commercial

- Responsible for relevant department budgets, reviewing forecasts monthly, compiling and submitting annually, working closely with direct reports.

People

- 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.
- Ensure employees are recruited, inducted, and developed to ensure a stable and engaged workforce.
- 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 operations and commercial 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.