



JOB DESCRIPTION

Operations Director (Hospitality)

Permanent full time contract (subject to 6 month probation)

Salary c. £28,000- £32,000

Reporting to: Board of Trustees

Working directly with: Communities Manager Community, Nursery Manager, Strategic coordinator

Managing responsibilities: Cafe staff, administrative staff, caretaking staff.

Hours: 38 hours per week - including requirement for some evenings (eg monthly Board meetings) and some weekends (for events/cover)

About Flo's:

Flo's - the Place in the Park is a decommissioned children's centre turned thriving social enterprise hub: a community response to local economic and social issues. It opened in September 2018 and now houses a Cafe serving delicious, home cooked and healthy food, a refill shop selling unpacked food items, a childcare Nature Nursery, Community Midwives and has space to hire for meetings and social functions. In 2020 we also worked to support people affected by food poverty due to Covid by cooking free meals in our cafe kitchen, and are supporting the incubation of new- food related social enterprises.

Flo's is a place of inter-generational meeting and social cohesion. It already has a great buzz and is already becoming known for innovation and as a new model of social enterprise driven services for the community.

Flo's is governed by a Charitable Community Benefit Society - People Place and Participation Ltd. In its third year Flo's aims to increase its social enterprise revenue through the café, shop, courses and room hire, and provide greater community benefits- responding to the needs of the community around us. 100% of the income generated by Flo's enterprises goes into developing the building, gardens, and community events and services for people of all ages and backgrounds.

Job Purpose

We are looking for a dynamic and experienced manager with strategic vision, who shares our passion and values, with excellent communication and business skills to help our Board and staff team move into an exciting new phase.



Job Description: The postholder will work with the team and with the Board to develop the role and the most efficient way to manage the building and the services it houses. You will also manage the cafe and its staff, ensuring that the cafe functions on a day- to - day basis, having financial oversight and by developing its role in serving the community.

Other Management team members include our Nursery manager, Community Manager and strategic consultant There is additional finance, shop and caretaking support. Key responsibilities (not an exhaustive list) will include:

General

- Work with Flo's Board and managers to develop the vision and strategy for Flo's, in particular looking at the role of the cafe and refill shop in this.
- Work with Flo's team to manage the finances and budgets of the centre and have overall responsibility for budgets for the cafe and wider facilities.
- Overview responsibility for HR and finance processes related to the whole centre.

Flo's Trading

- As Director of the new trading subsidiary business 'Flo's Trading' manage all aspects of the Cafe and Refill shop
- Manage cafe staff and oversee recruitment, rotas and HR processes for all cafe staff.
- Work with cafe chef and nursery manager to continually develop and maintain a high standard for nutritious meals for the nursery twice a day during the week
- Work with the Refill Shop coordinator to look at ways of developing the refill shop.
- Manage all processes for cafe health, hygiene and risk management
- Work with the community manager to develop the role of the cafe in the community outreach of the centre- for example through programmes or community spaces.

Operations

- Oversight responsibility for managing Flo's facilities and systems - including room bookings, care-taking and cleaning contracts, health and safety of building users, maintenance.
- Overview responsibility for insurance and policies relating to the building and facilities.

Flo's-the Place in the Park (Flo's) is Charitable Community Benefit Society, *People, Place, Participation* (Registration no. 7713). Please see our website www.flosoxford.org.uk for further information.

Last update: July 2019



- Develop and improve systems for greater efficiency and effectiveness

Person Specification:

Direct experience in the following areas (or evidence of transferable skills)

- managing a successful business/social enterprise with hospitality/catering focus
- managing buildings and facilities
- project development or management of similar enterprise(s)
- recruiting and managing staff
- training of staff within a hospitality environment
- interest and commitment to Flo's values, working with and for the community, ensuring the cafe and building support Flo's wider aims.

Other

- Excellent understanding of current standards required for provision of cafe
- Excellent communication
- Drive, passion and commitment to social enterprise and values espoused by Flo's Board
- Excellent organisational skills
- Flexibility to work in a fast changing environment
- Flexibility to work cooperatively with a small staff team and cover

Desirable experience or transferrable

- fundraising
- events management
- working with volunteers

For an informal discussion or to apply contact Annie on annie@floxoford.org.uk
Telephone 01868587611

To apply: Please send an expression of interest cover letter, with a CV and the names of two referees to the same email or fill in the attached application form.

Applications must be submitted by 21st of January 2021. Interviews will take place in week commencing 25th January. Post holder ideally to start March or April 2021.