



Position: Assistant Operations Manager
Reports to: Operations Manager, UCH
Direct Reports: Bar and Retail Team, Front of House Team
Contract Type: Full-time contract offered with extension opportunity based on performance.
Hours: Full-time role with annual leave and pension benefits. Working hours will vary depending on our calendar of events and the company's needs

University Concert Hall (UCH) is seeking an energetic and professional manager for the post of Assistant Operations Manager. The post holder will provide operations support to the Operations Manager and UCH team, and will play a major role in the ongoing development of Bar and Retail services for UCH. This is a pivotal, customer facing role within the company. The successful candidate will have experience managing a strong team in a fast paced environment and be committed to high standards of bar and ancillary retail services. Strong leadership and personnel management skills should be accompanied by a customer service focus and commitment to company values and image. A proven track record in a similar post is a requirement for the post.

Main Duties include but are not limited to:

Operations & FOH Management

- Assist the Operations Manager at an operational level as needed and complete all tasks assigned by the Operations Manager.
- Take on role of acting Operations Manager when required.
- Assist the Operations Manager in the management and coordination of the Front of House and Retail teams.
- Lead Front of House and Retail management for concerts and events.
- General administrative duties including maintenance of timesheets, H&S and retail records.
- Ensure the safety of all patrons, staff, visitors etc. through the proper implementation and enforcement of Health & Safety regulations and emergency procedures.
- Work closely with all relevant departments to ensure the venue and all events operate smoothly and efficiently, and in accordance with licensing authority regulations and Health & Safety Policy.
- Manage and assist with projects, which may include procurement, facilities, and event management, among others.
- Encourage and act upon customer comments and complaints to improve the venue's customer care philosophy.

Bar and Retail Management

- Manage all day-to-day bar and retail operations within budget guidelines.
- Design and create promotional opportunities.
- Consistently manage all audits, metrics and reporting channels.
- Deliver the highest standards of customer service.
- Negotiate supplier and trade rates to optimise revenues and maintain tight stock controls.
- Ensure any legal requirements regarding weights and measures, licensing laws, health and safety and fire procedures are adhered to at all times.

Team Management

- Lead the Bar, Retail and FOH team by attracting, recruiting, training and appraising talented personnel to deliver on team objectives.
- Monitor staff's work performance, time keeping, general discipline and adherence to staff dress code.
- Develop optimum levels of staff support through developing and managing staff rosters.

Budget Management

- Responsible for the financial performance of the Bar and Retail units.
- Adhere to targets and assist in the development of department budgets;
- Ensure that all relevant sales, revenue and gross profit metrics are met or exceeded.
- Work with accounts to create and deliver operational budgets.
- Manage and ensure tight stock control and cash handling procedures are met.
- Responsible for placing orders with suppliers, in line with budgets, and stock counts and procurement guidelines.

All other reasonable duties as may be deemed necessary by University Concert Hall Management.

Requirements	Essential/Desirable
Experience <ul style="list-style-type: none">• Minimum of 3 years' relevant beverage management experience• A good understanding of contract management, procurement, project delivery and commercial negotiations• Team management and supervisory experience• Understanding of the Arts and venue management• Proven track record of supporting a high performing team	Essential Essential Essential Desirable Desirable
IT Skills <ul style="list-style-type: none">• Experience with EPOS Systems• Proven ability in collecting and analysing data and in producing financial reports	Essential Essential
Personal Attributes <ul style="list-style-type: none">• A strong work ethic; a good knowledge of people management practice• Excellent communication and interpersonal skills, written and verbal, with a strong focus on customer service. Exceptional customer service is a top priority in UCH.• Strong leadership qualities, and ability to be proactive and work on own initiative, but must also be able to work effectively within a team.• Flexibility to deal with a wide variety of events with differing requirements; ability to recognise and quickly resolve potential problems.• Excellent organisational and time management skills, attention to detail, and ability to prioritise duties in a very busy environment.• Ability to be confident and positive when dealing with challenging situations, and to remain calm under pressure.	Essential Essential Essential Essential Essential Essential

This position is subject to Garda Vetting and Foreign Police Clearance. If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a cumulative period of 36 months or more since the age of eighteen, it will be mandatory for you to furnish Foreign Police Clearance Certificates from those countries, stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Please note; any costs incurred in this process will be borne by the candidate.

Applicants are invited to send a CV and cover letter to:
Marie Healy, Administration Manager, University Concert Hall, University of Limerick.

Please highlight that the position you would like to apply for is that of

Assistant Operations Manager

Tel: 061 213304

E-Mail: marie.healy@uch.ie

University Concert Hall is an equal opportunity employer