

Role profile

Role title: Operations Support Manager
Reports to: Head of Customer Support
Department Head: Head of Customer Support
Location: Head Office Based

Objectives of the role

- To support and implement processes on all tenancy changeovers for sites under instruction from Business Development Managers and approved by RODs
- Work closely with the estates team to ensure Statutory Code is being followed in regard to all pubs code agreements
- To provide support to Regional Operations Directors, Estates and Business Development Managers daily and resolve any issues that may arise and escalate where necessary
- Facilitate and encourage a positive working environment and lead by example in line with our company values

Key Responsibilities:

- Check all tenancy agreements before issuing to licensees using checklist provided
- Develop and sustain tracking systems for all incoming and outgoing business documentation and provide monthly KPI reports for each region.
- To provide the Ops Exec team with regular updates on KPIs via presentation
- Oversee and administer the operator managed agreements, disposal and ULP change notifications
- Creating and implementing business plan process and providing the necessary support for the team and BDM's ensuring the company is compliant with the Statutory Code ensuring all documents are filed in the correct housefiles in the cellar
- Aid the team in tracking documentation from BDMs, ensuring timely completion.
- Ensuring Statutory Code is adhered to around substantive lets, using a reporting system which involves Ops Support team monitoring and estates managers agreeing with the necessary documentation supporting this
- Building and improving reports and implementing them to ensure tenants agreements do not expire, thus enabling the team to work with BDMs for renewals of agreements
- Closely monitoring account set ups, ensuring correct billing lines and agreement types are being used and thereafter liaising with the sales ledger team with any issues that may arise
- Presenting to the field teams and Operations with exception reporting enabling to better improve process and communication around the business
- Assist FP&A with the annual audit of the Statutory Code
- Provide monthly reporting of expired agreements and rent reviews on substantive agreements and creating the necessary documentation to support compliance
- Working alongside the estates and operations team ensuring all Dilapidations across the business are served in a timely manner and in line with the companies Code of Practice

- Take part in a monthly meeting with Estates team and property director to run through compliance and coordinate the necessary paperwork through the ops support team
- Manage and develop individuals' performance to deliver set objectives through regular 1:1s offering coaching, training and feedback
- Carry out monthly team meetings with Ops Support team
- Ad hoc reports and tasks as required

Skills and Experience

- Ability to positively influence and engage with colleagues and your team
- Shows resilience when faced with challenging scenarios and the ability to identify solutions to resolve problems with a 'can-do' attitude
- Flexibility, receptive and positive towards change
- Experience in a similar type role desirable
- Line management experience essential
- IT skills (Including all Microsoft packages such as Word and Excel)
- Organised approach to working by demonstrating versatility and flexibility
- Excellent communication skills (verbally and written) with good attention to detail
- Knowledge of the hospitality industry (desirable however not essential)
- Be able to work at pace in a forever changing environment

Working Arrangements:

This position is Head office based with the expectation of office working for 5 days per week.



Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.

ONE TEAM

WE WORK TOGETHER IN A POSITIVE AND INCLUSIVE WAY

Collaboration and accountability
Be supportive and open
Motivate ourself and others

WE CARE

WE RESPECT AND CARE ABOUT OUR TEAM, LICENSEES AND OPERATORS AND DEMONSTRATE THIS IN OUR ACTIONS

Honesty and integrity
Empathy and compassion
Communicate with clarity to all

MAKE A DIFFERENCE

WE STRIVE TO MAKE THINGS BETTER

Take ownership and lead by example
Give and accept positive challenges
Deliver ambitious results

Admiral Taverns is committed to equal opportunities for all and to the provision of a diverse and non-discriminatory working environment.