

Operations Manager

London, UK

The Role:

The primary responsibility of the Operations Manager is to ensure that our customers have the best possible experience whilst balancing profitability targets. The OM's objectives are: ensuring seamless operational delivery, maximizing customer satisfaction, enhancing on site revenue, and managing unit budgets and profitability.

This position involves complex stakeholder management, personnel management, project planning, and risk management with multiple moving parts and a challenging delivery timescale. Note that the position is set to start in July 2018.

It's 9pm and you're covering a staff shift again. A customer is complaining to you (in your eyes, a bit unreasonably) as part of the experience is not working correctly, and you've just got an email from the boss saying a group of VIPs is coming in first thing tomorrow. Sound like your kind of crisis to manage? Apply now!

The Opportunity:

Rough Diamond Labs brings innovative and disruptive ideas in the experience economy to market, furthering our mission to make the world a happier, healthier and better connected place. We are currently developing a retail-based experience that is in stealth mode. Joining our team offers an incredible opportunity to join an entrepreneurial startup at a defining moment in its history- the public launch! The Operations Manager would be the day-to-day manager of the unit and responsible for delivery of great customer experiences, and the business performance of the unit. *Rough Diamond Labs* is located in Brixton, London.

If you have experience managing a retail team, attraction, live entertainment venue or restaurant this could be your chance to build on that experience in a fast-growing business environment.

We are on the lookout for people who want more than a job – they want to help build a company that disrupts an entire industry. With RDL you'll be given an opportunity to push your boundaries, to find out what you're capable of, to work with and learn from incredibly smart colleagues, and to enjoy the journey of building a business. Sound like something you can get on board with?

The Work:

- Operational Delivery
 - Maintain unit level P&L, managing to budget and profitability targets whilst delivering outstanding customer experience
 - Take on customer service duties as required to provide cover for holidays, sickness and during peak hours (including evenings and weekends)
 - Manage the quality control process ensuring that experience is constantly being innovated to new levels of customer experience and efficiency
 - Act as elevated point of contact for all escalated customer service issues, making decisions on individual actions and policies
 - Manage relationships across multiple stakeholders which include landlord, local authorities, local communities and vendors
 - Lead weekly meetings with peers and management to discuss operational activity, address any concerns and input into Company plans
- Team leadership
 - Undertake full line management responsibilities of a dedicated team of customer service staff
 - Lead shifts and provide the necessary day to day supervisory support to the business
 - Train new and existing employees; ensuring they have full context and are immersed in our operations and culture
 - Performance manage employees, regular on-the-spot feedback and coaching
 - Work in concert with RDL Marketing Associate to deliver local marketing programs to drive new and repeat customers

- Act as a brand ambassador to lead employees towards the attainment of shared company goals
- Process standardization
 - Develop of operational plans and Standard Operating Procedures
 - Lead a culture of continuous innovation, big and small, to improve customer experience and profitability month by month
 - Develop and deliver clear and comprehensive operational reports to RDL team

The Traits:

- Ability to thrive in a fast-paced environment; organized and attentive to detail
- Able to solve problems and resolve conflict solo, but also know when to escalate issues
- Proven ability to manage and motivate teams during difficult circumstances
- Flexible and willing to do shift work including evenings and weekends
- Charismatic, enthusiastic with a proactive personality and 'can do' approach
- Remain calm and resilient while under pressure, in front-of customers and senior executives
- Ability to respond to the unexpected in a responsible and clear-headed manner

The Experience:

- 3+ years of experience in retail operations, at least 1 as a team leader or store manager
- Experience managing budgets, balancing customer experience with company profitability
- Demonstrated excellent verbal and written communication
- Valid driver's license required

Rough Diamond Labs is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity, and basis of disability.