

# HOLYROOD

## DISTILLERY

### Role Profile

Role: Brand Home Operations Manager

Reports to: General Manager

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**Summary:** Reporting to the General Manager, the Brand Home Operations Manager will ensure the smooth day to day operations of brand home activities; both operationally and administratively. This is a very hands-on management role, in a small team, in a rapidly developing independent spirits business. The postholder will be expected to lead from the floor, working closely with the team to ensure guests leave feeling energised about what we do, and connected with us as a team and brand. They will be exceptional at multi-tasking, with the ability to prioritise quickly and effectively; constantly juggling administrative tasks with direct guest interaction, and the demands of managing and developing a small, dynamic team.

A high degree of flexibility and the ability to manage effectively is key to this role. The successful applicant will be an outstanding people person – able to quickly establish a rapport with colleagues and guests alike – and will foster an energetic, positive, and inclusive environment into which guests will be warmly welcomed and provided the best in Edinburgh hospitality.

As the business quickly grows, it is anticipated that this role will also change and develop; and so we are looking for someone flexible and forward-thinking, who will embrace working in a changing environment and will be a positive, passionate and supportive member of the Holyrood team.

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With guidance and direction, and in close collaboration with other Brand Home management colleagues, lead on the day-to-day administration and operation of the Brand Home.

Essential Duties and Responsibilities:

### Operations and Experience

- In collaboration with the brand home management team, oversee the day-to-day tours programme; ensuring the content and delivery is dynamic, energetic and full of personality as reflected in our brand
- Conduct huddles, briefings and training, and lead by positive example - ensuring that the team are well presented, welcoming, pro-active, informed, knowledgeable, and targets-driven
- Be willing and able to regularly tour groups and VIPs, and work in all front of house positions as and when required.
- Responsibility for the day-to-day presentation and standards of the brand home, with policies and procedures in place as necessary
- Development and maintenance of standard operating procedures in relation to the tours and experiences programme
- Oversight and responsibility for brand home contracted services (incl. eg cleaning and maintenance)

- Line management, mentoring and development of a team of guides/hosts
- Shared Duty Management of the brand home and associated activities on a rostered basis - taking responsibility for all staff and public in the event of an emergency, taking the decision to stop events, evacuate the distillery if necessary, and to be prepared to administer first aid.
- After training, be confident in the use of facilities systems including fire alarms, CCTV, and BMS, taking responsibility for the effective and safe operation of these systems and processes.
- Act as a key holder, taking responsibility for security and access of the building and completion of opening/closing procedures. Key holder duties include being on a 'call out' list in event of emergency.

### **Administration**

- Take full responsibility for the management and administration of the significant bookings and enquiries email inbox and telephone. Respond and/or reroute correspondence as required, both putting in place and monitoring targets for response times.
- Responsibility for team rosters and resource management, including the calendar and coordination of tours and other activity taking place at the brand home – liaising closely with colleagues in other depts as needed.
- Support the General Manager in the development, oversight and management of Health, Safety and Security policies, procedures and training
- Control the stock required and related to tours and experiences, liaising with colleagues to ensure regular stock checks and audits, reporting as necessary
- Assist and/or lead on other company-wide admin tasks as needed and requested.

### **General**

- Consistently look for ways to improve our experiences and products, and actively feedback constructive ideas.
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to a supportive and inclusive Holyrood working family.
- Undertake any other duties as requested by the Senior and Leadership Teams.

### **Position Requirements:**

#### **Essential**

- Proven experience in a management capacity in a venue, attraction, or other guest-facing operation
- Proven experience of managing a varied load of administrative tasks; including eg bookings enquiries, general/company enquiries, payment processing, finance processes, rosters, calendar coordination.

- Must be able to demonstrate knowledge and understanding of guest/client needs and of a hospitality/attraction environment
- Excellent IT skills including Microsoft Word and Excel; and experience of using sales and booking software
- Experience of supervising a team of staff with multiple priorities, coordinating and leading on delivery activity
- The ability to act with tact and diplomacy with individuals from a variety of situations and backgrounds
- Very flexible approach to the job
- An interest in, or passion for, spirits and/or whisky industry
- Excellent standards of hospitality and customer service.

#### **Desirable**

- Knowledge of First Aid, Health and Safety, and Licensing issues
- Building/facilities management experience
- Personal licence holder

**Schedule:** This is a full-time role with weekly weekend and evening working integral to the position (40 hours over 5 days, but 32 hours over 4 days will be considered). The successful candidate will also have the responsibility of being a call-out keyholder so should live within 25mins travel of the distillery. Schedule flexibility required.

**Benefits Include:** SmartHealth, educational budget within the spirits industry, cycle to work Scheme, staff discounts, and an annual free booze allowance!