

**Job Description: Operations Manager**

<b>1. JOB IDENTIFICATION</b>	
Job Title:	Operations Manager
Salary:	£31,000 - £35,000 depending on experience
Hours of Work:	37.5 hours per week
Accountable to:	The Managing Director
Essential Qualifications:	GCSE Passes in English and Math's are essential
Desirable Qualifications/Experience	Work experience in: Events, HR and Operations management. Degree in Business Management or equivalent
Start Date:	Monday 8th May 2023
Place of Work:	Platf9rm in Hove and remote working

**2. Adventure Yogi overview and job purpose**

At Adventure Yogi we specialise in offering yoga holidays and yoga retreats in the UK and abroad. We love to combine yoga with adventures such as skiing and snowboarding, surfing, hiking, climbing or biking or simply allowing our guests to relax and restore with our well-being or yoga detox retreat. We want them to feel energised by yoga, relaxed by massage and invigorated by delicious vitality foods. We are working on our sustainability by becoming a climate-positive workforce with Ecologi and we are currently working with a consultant to measure our carbon and work towards reducing it as we are aware we have a big impact on the planet that we are passionate about minimising without compromising on quality retreats for people to switch off and recover from their busy lives.

The purpose of this role is to assist the MD in all matters related to the operations of the business whilst managing the Events Co-Ordinator and Travel Advisor. The job holder will manage the communication, recruitment and training with all retreat teams, oversee any retreat team issues, staffing and setting up the retreats and be a point of escalation to the Events Co-Ordinator for any issues that may arise during a retreat. In addition, you will be the main point of contact with the venues with regard to the operations of the retreats and any issues that may arise at these locations. This role will manage the Health and Safety and Risk Assessments of the retreat venues as well as teach the retreat teams how to do this correctly on location. The role will prepare and send out contracts to retreat teams and manage any



disputes or settlements. The role of the Operations Manager is the line manager of the Travel Advisor and Events Co-Ordinator and you will work closely together to manage and understand the booking process using Bookinglayer. The job is multi-faceted and will evolve as the business will evolve.

We are looking for someone who is passionate about travel and is well-versed in the travel industry. We are looking for someone who is very organised, enjoys structure and has an understanding of working with word and excel or google sheets and enjoys working within a team. Previous health and safety training, risk management and managing financials are desirable.

We require someone with Operational experience, this includes reporting, process analysis and change management.

The position is for someone who enjoys and has experience in managing people or being people-centric; which means managing our retreat teams, yoga teachers, chefs, retreat hosts and therapists or venue owners and understanding how this communication may differ from group to group. Retreats are running all the time and so you will have to expect to work out of hours at times of emergency but then can take this time off in lieu. It is a dynamic and varied role for someone who likes to work in a sometimes reactive space, such as the travel industry.

You will be joining a small team who is passionate about creating wonderful life-changing experiences for our guests it is a company that is growing so there is a significant opportunity to grow with the company.

The role will be based in Hove at Platfr9m to start but as you become confident in the role you can choose to work from home or P9. open to change and flexibility within this role.

#### 4. Responsibilities and main duties of the post:

##### As Line Manager for Travel Advisor

1. Be on hand to assist the Travel Advisor with bookings or queries about bookings, retreats, guests, retreat teams, and complaints
2. Learn to use and be responsible in the management of the online booking system Bookinglayer with the Travel Advisor
3. Learn thoroughly about all retreats to be able to sell them to potential guests online and by phone when the Travel Advisor is on annual leave
4. Answering phones in the Adventure Yogi way and dealing with all calls when TA is not available

##### Operations

- Manage the communication with the retreat staff about
  - Manage the recruitment of new retreat team members
  - onboard them working with AY
  - Any additional training or managing any issues which may arise

- Overseeing retreats from beginning to end
  - Health and safety/RA
  - Up to date insurance and collect all certifications
  - Up to date compulsory courses - first aid, food and hygiene, manage their records
  - Any disputes/grievances/appraisals - advice from HR consultant
  - Contracts/agreements
  - Ensure compliance with latest employment legislation
  - team development with the AY values / team bonding days
- Manage communication with venues
- sharing out of hours point of contact with events coordinator
- Assist the TA in the communication with guests about complaints and understand our complaints procedure and improve processes
- Manage risk assessment, health and safety of retreats and learn proficiently Citation and manage accident/incidents as they arise
- Create and Streamline processes - that support all roles to make them more efficient
- Create operations manual for each venue location for yoga teacher and chef to use for support when on location alone and manage existing ones
- Work on sustainability processes, develop new processes across the business and work towards B-Corp
- Manage retreat finances, invoicing, financial records of each retreat
- Create over time an operations manual for the Operations role and running of retreats
- Analysing and improving processes, creating reports where needed

#### **Skills required**

1. Previous Operational Management experience within the Travel Industry - Essential
2. Assertive and proactive – will take initiative
3. Flexible and adaptive – as the business is growing able to grow with it
4. Accountable – can take responsibility
5. Tactful, friendly but firm manner. Good verbal and written communication skills
6. Fairness and objectivity
7. Compassion and empathy
8. Discretion and confidentiality



9. Previous office experience

10. Previous HR experience

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

#### **5.4 Equal Opportunities**

As a member of staff at Adventure Yogi you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including guests and staff are treated equally in line with the Equal Opportunities Policy.

#### **5.5 Benefits**

As a member of staff at Adventure Yogi you will have the opportunity to travel to all the venues we use, both across the UK and abroad. You will be able to (and will be expected to) attend the retreats at all of our venues until you understand how each venue works to help maintain the smooth running of the retreats.

You will learn more about health and well-being and the yoga industry and work with a market-leading company.