



**Visit Great Yarmouth/
Greater Yarmouth Tourism
& Business Improvement
Area**



JOB DESCRIPTION: Operations Manager

Job Summary

To support the actions and activities of the organisation as required by CEO.

Focusing on ensuring the effective delivery of the company's projects, events and activities.

Job Title: Operations Manager

Reporting to: Chief Executive

Hours: 33 hours minimum (5 Days from Mon-Sun)

Salary: Negotiable

ROLE SUMMARY:

1. To provide support to the CEO in delivering the aims of the Company.
2. To maintain and manage business, customer and supplier relationships, specifically around Events and Destination Development.
3. To ensure the effective delivery of the company's projects, events and activities.

KEY RESPONSIBILITIES:

Operations

- To ensure the delivery, and monitoring of our outdoor and indoor Events.
- To work with our stakeholders, customers, contractors and suppliers to ensure our events are delivered in line with event plans.
- To support the event planning process.
- To monitor third party events funded by the company.

- To manage, deliver and monitor destination development projects in the destination.
- To support destination marketing particularly around events.
- To support the work of the Chief Executive and the development of events and destination development projects.
- To record and measure the effectiveness of all event and destination development activities.

Project Management

- To support the assessment, awarding and monitoring of projects, with particular focus on events and seafront projects.
- To provide operations support to events, activities and functions undertaken by the organisation.
- To support the actions and activities of GYTABIA/VGY, including its Board and Subgroups
- Participate in project groups, and meetings as required

Business Management

- To support the process of recording, organising and collating invoices and payments
- To attend meetings as required and minute meetings as required.

PERSON SPECIFICATION

Overall

- Good experience/knowledge of tourism and/or a willingness to learn.
- Understanding of Business Improvement Districts and Destination Management Organisations or a willingness to learn.
- Willingness to learn and develop.

Skills

- Project delivery and event experience.
- Some B2B and B2C engagement experience.
- Good IT skills including the use of social media, web, word processing, accounting, and email packages.
- Excellent written and verbal communication skills.

- Good interpersonal and communication skills with the confidence to liaise with businesses, stakeholders, supplier and contractors.

Attributes

- Proactive and passionate about improving and developing the Great Yarmouth area.
- Willing to be actively involved in project delivery as required.
- Can communicate and work effectively with businesses.
- Ability to work as part of a team.
- Proactive and flexible working approach.
- Flexible towards working hours, with work, activities and events during evenings and weekends.
- Willing and able to work remotely.