

Regional Operations Manager

Compass Group Plc • Sydney NSW 2000

 Base pay
\$0 - \$0

 Work type
Full Time

 Contract type
Permanent

Job details

 Date posted
11 Jun 2021

 Expired On
14 Jul 2021

 Category
Executive Management & Consulting

 Occupation
COO, GM & MD

 Base pay
\$0 - \$0

 Contract type
Permanent

 Work type
Full Time

 Job mode
Standard/Business hours

Work Authorisation
 **AUSTRALIAN CITIZEN / PERMANENT RESIDENT**

Perks

TRAINING

Skills

LEADERSHIP

MANAGEMENT

CONTINUOUS IMPROVEMENT

CONTRACTS

LEADERSHIP SKILLS

MANAGERIAL

OPERATIONS

OPERATIONS MANAGER

Full job description

Regional Operations Manager * 601286 * Sydney CBD * Area Manager * Full Time Newly created role as a Regional Operations Manager supporting our growing Education sector. Lead a team of Site Managers across NSW. * Join the market leader of catering services within the Education sector * Newly created Senior Leadership role due to growth * Lead a team of Site Managers across NSW The Chartwells philosophy centres on providing tailored, boutique and unique hospitality solutions to the education market. We are passionate about challenging the traditions of these environments by delivering innovative and quality hospitality solutions that reflect the high-street expectations and idiosyncrasies of our market. The Role As the Regional Operations Manager, you will be responsible for leading our Site Management teams to deliver the Chartwells solution and operating model across our business. As an experienced entrepreneur, your emphasis will be on creating amazing customer experiences in conjunction with running a profitable commercial

operation. Whilst understanding the nuances of this managerial position is critical to the success of the business; it's brilliant leadership that is well and truly at the epicentre of this role. The ability to lead and mentor your team, drive the culture of service and quality that underpins our brand values, deliver amazing service and create an environment in which customers are able to experience the entirety of the Compass Group experience is conducive to success in this position. Key Deliverables * Providing leadership to our onsite teams across Retail, Functions, Dining Hall and Student Accommodation streams * Leading and driving new site mobilisations * Fostering a high-performance culture through continuous improvement and innovation with an unwavering commitment to our brand standards and quality focus * Driving operational efficiency that maximises financial results through conversion of business strategy to operational models * Effectively oversee multiple sites/operations to ensure that they're performing to the highest standard including performance within budgets, management of safety outcomes and improved employee capability and engagement * Achieving client satisfaction and contract retention goals through maintaining and improving existing relationships with key customers * Championing safety culture & performance * Create an inclusive, imaginative, inspiring environment where everyone works together to enhance the customer experience The Person * Strong and effective leadership skills; the ability to support, motivate, effectively manage and communicate with individuals from diverse backgrounds * Highly developed commercial skills with experience managing complex contracts and/or P&Ls * Is uncompromising in the pursuit of high levels of customer satisfaction to deliver a 5 star experience every time * Is detail orientated with a relentless focus on ensuring uncompromising standards and procedures are in place to ensure the basics are right in all areas all of the time. i.e. Great food, great service! * Is a positive, supportive, ambitious leader with experience of carrying out personal development plans, staff training sessions and appraisals * Excellent communication and personal skills well suited to building business relationships with existing and potential clients at a senior executive level * Experienced in managing multiple stakeholder relationships and project deadlines with competing priorities and limited resources * Confident in presenting solutions and continuous improvement initiatives to client representatives The Benefits As a Manager with Compass Group, you will have the support, infrastructure, systems and processes that you would expect from a global organisational. To be recognised as an employer of choice we also have an attractive benefits program including a competitive salary and incentive scheme, recognition programs and company discounts. If you're looking for a career where you set the standard for personal advancement, then Compass Group is for you. Working together, we will continue to experience success as the industry's best.