



ARC Club - Operations Manager - Homerton

ARC Club is a neighbourhood workplace for people who are tired of working from home. It offers full office functionality - meeting rooms, free printing and filter coffee - in a design-led interior to anyone in need of a professional space to be productive.

The Mission of ARC Club Homerton's Operations Manager is to oversee and maintain a smooth operation and excellent customer service at ARC Club Homerton. In having day-to-day responsibility for the customer and visitor experience, the Operations Manager will manage and motivate front of house staff, efficiently coordinate supplies and costs, ensure 5-star hospitality for all members, visitors and guests and oversee all site operations in compliance with health and safety legislation, company policies and guidelines.

Outcomes: The Operations Manager of ARC Club Homerton will be responsible for:

1. Smooth Operations

- **Customer service:** maintain a first class member experience; respond to member enquiries, feedback and complaints.
- **Rota:** quarterly staffing plan; coordinate holiday & sick cover.
- **Stock control:** order & oversee all stock and supplies.
- **Cleaning:** maintain immaculate hygiene in line with Covid guidelines.
- **Facilities:** manage all facilities and equipment.
- **Safety:** maintain statutory, company and regulatory standards including fire safety, security, first aid etc.

2. Profitable Operations

- Cultivate and manage venue hire bookings to maximise profit.
- Manage canteen costs & sales to maximise profit.
- Seek to improve efficiency with strict budget and spending control.
- Prevent overspend on staffing and other variable costs.

3. Operating Staff

- Recruit & train all staff in a consistent, compliant manner.
- Oversee all shift roles and responsibilities.
- Maintain up to date Operations/Training Manuals.
- Clear and organised systems, records and documentation for the site.



Competencies: The Operations Manager of ARC Club Homerton has the following attributes:

- **CUSTOMER SERVICE:** a background in hospitality or another customer-oriented business. Experience of co-working or workplace services is a bonus.
- **PRACTICAL:** a natural problem-solver, enjoys a challenge and responds calmly to crises.
- **TEAM MANAGEMENT:** can recruit and manage staff (including freelancers/external suppliers), ensuring clarity of purpose and diplomacy to achieve positive team dynamics and effective collaboration.
- **TIME MANAGEMENT** extremely effective at prioritising and delegating to reach targets within a challenging time frame. Employs and shares effective time-management tools.
- **ATTENTION TO DETAIL:** an obsessive perfectionist, never lets important details slip through the cracks.
- **PRUDENT:** is risk-averse and confidently takes measures to prioritise safety, security and cost-control.

Please note, attitude matters more than experience and ARC club encourages applicants who have the right attitude but not necessarily all the competencies outlined above.

Please send a CV (no more than 2 pages) and a one page cover letter to hannah@arc-club.com with the subject line: Operations Manager, outlining how you fit with the criteria laid out above, no later than 12pm on Friday 4th December. Interviews will be conducted in December.

Start date: 4 January 2020

Location: Homerton (Hackney, London)

Hours: Full time, 40 hours per week; including some evening and weekend work

Compensation: £24,000 - £28,000 pa.

Report: Reporting to the CEO

Additional Benefits: 28 days paid holiday per year; the Company intends to create an employee share incentive scheme and offer all permanent staff the opportunity to participate.

ARC club strongly encourages candidates who are from east London, particularly Homerton and Hackney and/or with disabilities to apply.

ARC's MISSION

To create 50 inclusive, honest and functional neighbourhood workplaces in the U.K. by 2025.

Everyone at ARC supports a culture that is:

Welcoming & Inclusive

Ambitious

Honest