

Job Description - Operations Manager (PB5)

Job summary

As Operations Manager, you will be responsible for the safe, compliant and efficient management of visitor facilities and services at Wendover Woods and at our smaller sites across the Chilterns National Landscape. You will lead and manage staff and volunteers, oversee Health and Safety compliance, take ownership of planned and reactive facilities management, manage budgets and contracts, and ensure the effective maintenance and long-term performance of site assets. Working closely with internal and external stakeholders, you will play a key role in driving operational improvements, enhancing the visitor experience, and contributing to the commercial and environmental success of the wider business.

Key responsibilities & accountabilities

You will take a leading role in shaping, managing and continuously improving high-quality visitor facilities at Wendover Woods and across the Chilterns National Landscape. This is an operational leadership position, responsible for delivering safe, compliant and efficient day-to-day operations across a busy, high-profile visitor site.

Leadership and Visitor Experience

- Lead, develop, and manage a committed team of staff and volunteers
- Set clear expectations and drive performance to maintain high standards
- Shape and influence the overall visitor experience
- Ensure every visit is safe, well managed, and memorable
- Deliver operations in line with the expectations of a flagship rural leisure destination

Health and Safety Management

- Act as the lead for Health and Safety across all operations
- Ensure full compliance with statutory requirements and recognised best practice
- Own, maintain, and continuously improve systems and processes
- Embed a proactive and accountable safety culture
- Ensure risks are identified, assessed, and effectively controlled
- Oversee incident management and prevention with confidence
- Provide clear, authoritative guidance to staff and contractors
- Maintain full legal compliance across all activities, facilities, and services

Facilities Management

- Take full responsibility for planned and reactive facilities management
- Ensure all infrastructure and assets are safe, compliant and fit for purpose
- Implement robust inspection regimes and maintenance programmes
- Manage contractors and service providers with clarity and control
- Hold suppliers accountable to defined standards and expectations
- Ensure works are delivered efficiently, safely, and with minimal disruption
- Protect the long-term performance and sustainability of the estate
- Balance operational demands with asset longevity

Commercial and Operational Delivery

- Contribute to the wider business with strong commercial awareness
- Apply operational discipline across all areas of responsibility
- Manage budgets responsibly as a budget holder
- Ensure value for money in all expenditure
- Identify and deliver opportunities to improve financial performance
- Drive efficiencies through improved working practices
- Strengthen service delivery standards
- Support income generation and maintain control of costs

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- evidence of managing buildings and facilities.
- managing or supervising staff, volunteers, contracts, and contractors.
- experience of managing health, safety and wellbeing including accident investigation and reporting.
- understanding of budget management.
- competent IT user with experience in MS Office suite of applications.

Desirable professional and technical experience

- understanding of Forestry England recreation management practices.
- knowledge of managing volunteers.
- Knowledge of CDM / Building regulations.
- managing tenants and/or partnership businesses.

Qualifications

Essential

- a GCSE in Maths and English or functional skills equivalent.

Desirable

- A degree or equivalent in relevant discipline.