

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Heritage Centre Operations Supervisor
REPORTS TO:	Commercial Property Manager
RESPONSIBLE FOR:	Operational supervision of The Land of Oak & Iron Heritage Visitor Centre. Day to day supervision of café front of house team.
PRIORITY CONTACTS:	Cafe Customers, Visitors, Service Providers, Suppliers, General Public
LOCATION:	Heritage Centre, Spa Well Rd, Winlaton Mill, Blaydon-on-Tyne NE21 6RU
SALARY:	Circa £26K per annum

About the Land of Oak & Iron Heritage Centre

The Land of Oak & Iron Heritage Visitor Centre is located in the stunning, steep-sided Derwent Valley, rich in natural woodland and home to rare and iconic wildlife. It serves as a vibrant visitor hub offering exhibitions, a wide-range of events, interpretation on local heritage, and an incubation space for new businesses.

The Centre also features a popular café specialising in quality local produce, and a gift shop showcasing work by local craftspeople from across the region.

Purpose of the Role

As Operations Supervisor, you will support the Commercial Property Manager in ensuring that all aspects of the Heritage Centre run smoothly and to the highest standards. This includes operations, customer experience, team leadership, and compliance; ensuring the Centre remains a welcoming and professional environment for visitors and staff alike.

Key Responsibilities

Operational Duties

- Oversee day-to-day operations including catering, events, retail, room hire, facilities and building maintenance to ensure consistent, high-quality service delivery.
- Deliver an excellent visitor experience by planning and promoting retail and café offers (e.g. seasonal specials) that align with customer demand and brand identity.
- Create and manage staff rotas, ensuring sufficient cover across all areas while keeping within budget.
- Maintain accurate stock records and conduct regular stocktakes to ensure product availability and cost control.
- Liaise with suppliers to order stock for Front of House, café and retail, in line with procurement procedures and budget.
- Assist in sourcing new suppliers to ensure products are relevant, high quality, and offer best value.
- Respond to customer feedback, coordinating with the Commercial Manager to implement service improvements and share feedback with the team.
- Manage the setup of meeting rooms and events, ensuring smooth and professional execution.
- Oversee cleaning schedules and housekeeping checks to maintain a high standard of cleanliness and presentation throughout the Centre.
- Maintain and update health & safety documentation, including housekeeping logs and compliance records.
- Update and manage till systems, including uploading new menu items and removing outdated ones.
- Responsible for opening and closing the Centre, ensuring it is secure and ready for operations.

Finance Responsibilities

- Ensure catering and staffing costs are monitored and maintained within agreed budgets.
- Oversee accurate cash handling and ensure all transactions are correctly processed.
- Maintain all appropriate financial records and follow set procedures.
- Manage till functions including the setup and removal of menu and drink items.

Staff Management

- Lead and support the café front of house team, including volunteers and seasonal workers, to create a positive, flexible, and customer-focused environment.
- Manage rotas, return-to-work forms, sickness records, 1:1 meeting notes, and other staff documentation.
- Attend and contribute to internal meetings across events, marketing, kitchen, and front-of-house operations.
- Conduct staff observations and handle any internal staff issues professionally and sensitively.
- Support recruitment, training, and staff retention efforts in line with Groundwork's service standards.
- Ensure timely completion and submission of weekly timesheets to finance.
- Oversee daily and weekly task completion by all team members.

Additional Responsibilities

- Comply with all Groundwork policies and procedures at all times.
- Maintain the integrity of the Groundwork and Heritage Centre brand in all communications.
- Be flexible with working hours, including availability for evenings and weekends as required.
- Support operations across both the Land of Oak & Iron and The Greenhouse Business Centre when necessary.
- Undertake any other duties appropriate to the role and level of responsibility.