



Nene Valley Railway Role Profile

Job Title	NVR Enterprises Manager
Reports to	General Manager

Purpose

The NVR Enterprises Manager is accountable for the day to day operation of Nene Valley Railway Enterprises which includes the Wansford Café, Gift Shop, on train Bar, on train catering and other outlets. The primary focus is to generate profitable revenue in line with agreed targets. This is achieved through the creation of a compelling offer which delivers a great experience to all our customers; working closely with a team of paid staff and volunteers to achieve this and closely managing the financial performance to achieve sales, margin and wastage goals.

Responsibilities

- Has line manager accountability for:
 - Wansford Café
 - Wansford Gift Shop
 - Bar
 - On train catering
 - Other enterprises outlets
- Supports with the Santa Special operation.
- Seeks to identify opportunities for growth and to develop the business into new areas
- Reasonably available to support with other duties as required by the General Manager (GM)
- Has an up to date knowledge of trading performance uses data to inform decision making, including revenues and costs. Ensures these are delivered to plan.
- Ensures Enterprises has an offer that is compelling and attractive to our customers.
- Responsible for recruitment, engagement, training and retention of a team of paid and volunteer staff.
- Fosters good team working so that managers, volunteers and others are working together in a supportive and collaborative manner and that any issues are resolved promptly and professionally.
- Maintains a customer focus at all times and always seeks to achieve the best customer experience. Helps to resolve customer complaints promptly, professionally and generously.
- Networks outside of the railway to bring learnings from best practice in external organisations both in the heritage railway sector and beyond.
- Works closely with the GM, assistant GM commercial, and the wider team, coordinating work and ensuring the various activities on the railway are joined up.
- Although a management role, working with a small team will inevitably mean taking a hands-on approach. Their balance between the management tasks and hands on support will need to be managed carefully.
- Expected to be flexible with working patterns. The railway predominantly operates on Saturdays and Sundays and therefore the role will involve working most weekends.

There is also an expectation that the role will be present to support events and other significant activity on the railway (Weddings, parties, private hire etc).

Capabilities Required

- As a minimum needs to have or be committed to gaining at least a Level 2 Hygiene Certificate in Catering. Ideally will have Level 3.
- High levels of personal organisation, able to develop and deliver plans in the short, medium and longer term. Skilled at prioritising and making sensible trade-offs between competing demands.
- Strong people skills –
 - Able to engage and motivate their team
 - Sets high standards and expectations and supports people to achieve these
 - Good communication skills keeping people up to date with everything they need to know
 - Able to apply the railways policies to manage issues of absence, disciplinary and underperformance
 - Capable of building good working relationships with others, including own line manager, other managers and colleagues at the railway and external stakeholders, suppliers etc.
- Good commercial and business awareness, able to plan, budget and control costs.
- Has an entrepreneurial mind-set that identifies profitable activity and is able to produce and deliver plans to achieve this.
- Always shows a customer first mentality that acknowledges the importance of customers to a successful business.
- Works well under pressure. Able to think on their feet and act in a calm and level headed way when the unexpected occurs or things don't go to plan. High levels of resilience.
- Has a positive, energetic and can-do approach that focusses on finding solutions to issues when they arise.

32 Hours a week across 4 days.

£20,000 - £23,600 per annum for 4 days/week.

Includes weekends, some weekdays, Bank Holidays, and occasional evenings.

Drivers licence essential due to the location.