

Labyrinth

Labyrinth Director of Operations

Who We Are:

We are a best-in-class immersive production company opening a new permanent venue in central London. The opportunity is big, competition is fierce but the potential for us is endless. This role is a key part of the Labyrinth team responsible for launching this new concept and then growing the business globally. Your task, initially, is to launch our first venue and establish it as a 'go to' destination in London's cultural and dining landscape, you will then lead the team as we develop into a multi site global organisation.

What You Will Do:

Main Duties and Responsibilities

- Be a core team member of the Labyrinth leadership team.
- Lead, Line Manage & Develop the Venue and F&B team.
- Creatively and Collaboratively lead the day to day operations and F&B teams to deliver a world class venue and customer experience.
- Develop, execute and grow the commercial strategy for Labyrinth in the UK and Globally.
- Direct and coordinate the running of core departments, working with key HOD's ensuring projects/outcomes are progressing as per business plan.
- Work hand in hand with the Executive Producer on feasibility, project set up and monitoring the successful launch, running and global growth of the business.

Finance

- Work with the Head of Finance to set, develop and utilise financial & operating reports to monitor daily, weekly & monthly capital expenditure, revenue, profit & all relevant KPIs.
- Assume overall financial accountability for the venue, food & beverage business units including P&L accountability and budgetary control
- Drafting/reviewing contracts with partners, sponsorship and suppliers.
- Working with the Finance to ensure compliance with legal & regulatory requirements
- Regular business audits to ensure that the team are adhering to the terms of the policies and processes adopted by the company.

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- Supporting Executive Producer in development, and monitoring, of monthly, annual and quarterly business plans and targets.
- Working with the Executive Producer to analyse and develop narrative around business growth, trajectory, and market share as part of regular reporting to the Board of Directors.

Creative

- Become a key collaborative member of the Labyrinth management team
- Work alongside the Executive Chef to develop and deliver a best in class dining experience, to make Labyrinth a go to food destination.
- See and capitalise on creative opportunities - identify opportunities to upsell events, create bespoke experiences and deliver a world class destination experience.
- Works closely with the Executive Producer to secure and deliver sponsorship relationships and activations.
- Support the events team to create and deliver a program of activity.

Management

- Lead, inspire and manage the overall F&B and venue operations teams
- Organise and run regular department check ins and be the central port of call for the Executive team on all things operational.
- Develop and manage relationships with external strategic suppliers and partners.

Operations

- Lead on all aspects of the operational venue management.
- Experience of licensing process and requirements.
- Set up and manage all systems & software needed.
- Be a health and safety lead, ensure we are GDPR compliant, and that all practices are adhered to.
- Work across the Labyrinth Production Limited and Labyrinth Venues Limited and lead on the operation & integration of these businesses
- Implement systems to boost efficiency and reduce costs.
- Oversee and lead on the company wide, venue team and F&B team HR contracting and process - oversee appraisals, necessary training, setting KPI and targets (quarterly), managing progression and disciplinary processes.
- Working across the company to ensure that all employment policies and processes are legally compliant.

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- Lead on the search for new locations - working with property partners to find new viable locations for the business to grow into. Negotiate and broker financial commitments
- Participating in planning stages of new projects and advising on appropriate timescales and approaches to be used for such projects. Assisting finance teams in creating appropriate budgets for new projects.
- Risk assess key operational threats and advise management team and senior colleagues on how to mitigate if they arise.

Relationships

- Manage the Executive Chef, Kitchen team, Venues team and Operations team.
- Attend formal board meetings reporting on the commercial and operational aspects of Labyrinth.
- Oversee Relationships with the landlord on all permissions and operating aspects.
- In conjunction with the Head of Finance, ensuring that the business is compliant with all legislation and regulations to which it is subject to.
- Liaising with external lawyers to be aware of upcoming changes in relevant law and preparing processes to address any changes in legislation.

Who you will be:

- Minimum of 8 years' experience as a Director of Operations or equivalent in the F&B and Entertainment world.
- A natural leader - compassionate, creative and willing to lead your team to success.
- Detail Driven - excellent planning, budgeting and forecasting skills, very strong knowledge of F&B and venue operational, financial & commercial environments
- Educated to a minimum of degree level or equivalent.
- Extensive track record of setting and achieving targets, developing new income streams and business growth opportunities.
- Proven ability to analyse problems, interpret operational needs, and develop integrated, creative solutions.
- Knowledge of governmental regulations and legislative considerations relative to the workplace, and a good understanding of safeguarding and wellbeing.
- Prior experience of drafting contracts, business audits, and reporting.
- Excellent administrative, multitasking, project planning and management skills, with the ability to prioritise workload and apply strong attention to detail throughout.
- A creative and innovative leader with best-in-class experience in developing a positive collaborative work environment.

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- Proven ability to take the initiative and lead teams under pressure.
- Ability to manage multiple priorities and meet deadlines.
- Experience of managing partnerships and building relationships.
- Strong written and verbal communication skills.
- Strong financial management skills including P&L and Budget responsibilities
- Strong experience in dealing with change and dynamic challenges.
- Excellent IT skills

What You Get:

- An exceptional role within a fast growing, fun, progressive company with opportunities to grow & develop, as well as to potentially work internationally in the future
- Birthday day off work
- Central London work place - Close to local Transport (Bus, Tube, Overground)
- Salary: 80-100k depending on experience