

HOGSHAW FARM

& WILDLIFE PARK

HOGSHAW FARM & WILDLIFE PARK
Claydon Road, Hogshaw,
Buckinghamshire,
MK18 3LA
 01296 670444

Operations Manager

Job Type: Full-time

Pay: Up to £32,000 p.a

Location: Hogshaw, Buckinghamshire, MK18 3LA

Benefits Include:

- Regular staff social events
- On-site discounts
- Free tickets for friends and family
- Meals on duty

Do you have a passion for delivering exceptional visitor experiences and leading a dynamic team in a unique and growing business.

We are looking for an experienced Operations Manager to join our team. Hogshaw Farm and Wildlife Park is a growing 44-acre site, home to over 250 animals. We are embarking on an exciting phase of development and are seeking a passionate and experienced individual to lead our day to day operations team.

About the Role:

As Operations Manager, you will oversee the day-to-day operations of the Farm Park and Animal Section, you'll inspire and lead a team of full-time and part-time staff, ensuring smooth operations across all areas, from animal management and to visitor experience and event delivery. Reporting to the General Manager, you'll also step into a duty management role in their absence, to ensure seamless operations. This pivotal role requires strong leadership, operational efficiency, and a positive, problem-solving approach.

Key Responsibilities:

- **Operational Leadership:** Ensure the park operates in accordance with open and close procedures, liaising with various teams and resolving operational challenges promptly.
- **Customer Experience:** Drive exceptional customer service, respond to complaints effectively, and create a welcoming environment for all visitors.
- **Team Management:** Creating and implementing rotas in accordance to the established budget, whilst maintaining the optimum operational efficiency. Lead, inspire, and work with all teams, ensuring they are well-trained and aligned with company values.
- **Health & Safety:** Manage all aspects of HSE, including risk assessments, fire drills, first aid supplies, and accurate record-keeping.
- **Event Support:** Collaborate on event planning and execution, ensuring all materials are efficiently managed and experiences run smoothly.
- **Farm & Wildlife Oversight:** Work closely with the Animal Section Head to manage animal planning, zoo licensing compliance, and a commercially successful experience for visitors.

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- **Facilities Management:** Oversee grounds and facilities upkeep, cleaning standards, and the ordering of materials to maintain a pristine environment year-round.
- **Team & Site Support:** Assist with signage, retail stock management, and ensuring promotional materials are effectively displayed.

What We are Looking For:

A minimum of 3 years' experience in a management or operations manager role within a visitor-focused attraction. Farm or Wildlife Park experience would be preferential.

- Exceptional leadership and team management skills.
- Strong organisational abilities, with experience in scheduling, planning, and health & safety.
- A proactive problem solver with a passion for creating excellent visitor experiences.
- Must have access to your own transport due to our rural location.

Full Job Description Available upon request.

If this sounds like you, we'd love to hear from you.

To apply for this please send your CV and a cover letter to: chris@hogshawfarm.co.uk