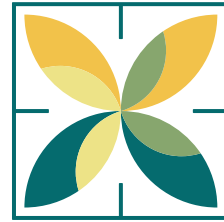


JOIN OUR TEAM!

Head of Community + Operations



BIA
INNOVATOR CAMPUS



**Unique and rewarding
opportunity to join BIA
Innovator Campus CLG**

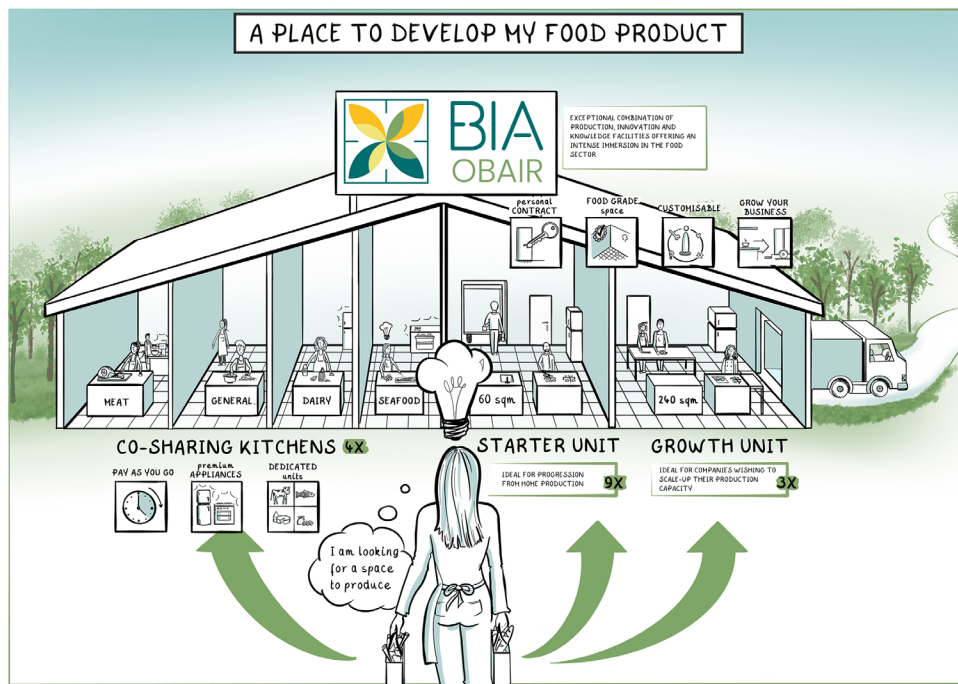
The Closing Date for receipt of
completed applications is:
4.00pm on 21st June 2021



Galway County Council, Teagasc, Athenry Community Council, Galway Roscommon Education and Training Board, Western Development Commission and SCCUL are the initiators of BIA Innovator Campus CLG, a step change project that will transform the food entrepreneurship landscape in the West of Ireland. Co-funded by Enterprise Ireland under the Regional Enterprise Development Fund, it addresses a seismic need for regional food workspace infrastructure by realising a dynamic food and drink innovation and incubation centre of scale, with the creation of 360 jobs within 3 years over 40+ businesses and which will see 2,400 individuals receive training, development and support from the founding partners and wider stakeholders. It is a unique infrastructure enabler with far reaching innovation ecosystem benefits in the inimitable and compelling location of Mellows Campus, Athenry, Co. Galway.

This is a unique and rewarding opportunity to join BIA Innovator Campus CLG, Ireland West Food Innovation and Incubation Hub, and champion the development of this game changing food innovation centre. The Board of BIA Innovator Campus CLG are looking for a highly organised and charismatic individual for the role of **Head of Community + Operations**. They will be mandated to deliver on the BIA Innovator Campus ambition to become the first and leading food infrastructure project in Ireland to have multi food sector infrastructure and support at one location, including unique specialisms in meat, dairy, consumer foods and seafood.

The plan is to deliver **seamless growth, innovation, business development and acceleration supports across 4 deliverables:**



BIA Obair

Will have 12 food-grade productions units allowing a continuum of growth from

- **Specialist Co-working** food incubators (dairy, meat, seafood and multi product)
- **Starter** units
- **HPSU Growth** units

BIA Accelerate

Will provide a much -need continuum pathway structure to support food businesses to grow and scale. It will comprise of a Business Engagement Zone

- for entrepreneurship peer learning and mentor coaching, a Business Information Centre and a Demonstration & Training Area for use as a Taste Panel lab for peer review of new product development.

BIA Eolas

A dedicated learning environment that will encourage exchange and innovation, integrate key culinary offerings: accredited career training programmes, continuing education for food entrepreneurs industry professionals, chefs, master classes for home cooks and special events. It will comprise of a large demo kitchen/auditorium, a Culinary Training Centre and hot desking.

BIA Blas

Will be a dual function showcase and training/ events facility that will provide a 'Fast' network to trade buyers; service suppliers and investors. It will provide a permanent showcase of new product development emanating from across the BIA Innovator Campus and act as the central point for group activities

The role of Head of Community + Operations

The **Head of Community + Operations** will be an integral member of our team as Bia Innovator Campus continues to grow and to work towards our mission to deliver the first project of its kind on the island of Ireland. They will have specific responsibility for managing our workspace and learning function and the overall service delivery. The Covid-19 pandemic has pushed our industry to reimagine how we operate our day to day activities. This is an exciting opportunity to be responsible for the operational success of a brand-new high-tech food innovation space. They will continually strive to improve the workspace services across the business with the ambition to deliver a best-in-class experience to our members, tenants and food community. The successful candidate will define and implement workspace processes and procedures and will ensure best practices are implemented to meet the needs of a dynamic and fast paced organisation. This person will manage the operational budget of workspace for the Athenry campus and ensure that we operate effectively delivering services within budget.

Community Engagement & Management Onsite



- Live our values on a daily basis.
- Facilitate and encourage a culture of collaboration through open communication while driving operational effectiveness and excellence through-out the campus.
- Create and nurture a collaborative environment, encourage networking benefit and synergies among occupant and member businesses and other local/regional businesses.
- To be pro-active and creative, identifying ideas and opportunities to ensure communications and engagement is best in class and that the reputation and integrity of the campus is exemplary.
- Manage the letting process including development of lease/license documents, tenancy agreements, deposits, tenant preparation programmes in conjunction with LEO.
- Lead out on the development of our online booking system, online members area and ensuring our campus is easy and enjoyable to engage with. Bring a refreshing stamp to our communications that facilitates and supports.
- Be responsible for planning and implementing a Stakeholder Register and Engagement Strategy.
- To partake in engagement meetings/ consultation processes with various food community groups and stakeholders to promote and implement sustainable food community activities.
- Feed into programming activity for the operational phase from commercial planning to execution, marketing, ensuring tenant and user needs are addressed and catered for to ensure best in class client services.

Facilities Management



- Regular engagement with members, tenants, clients and employees to ensure that the services provided are suitable and deliver what the business needs to operate.
- Responsibility for implementation of tenancy agreements and compliance.
- Complete ownership and responsibility for the performance of the buildings. This includes leading & driving the performance of onsite personnel and facility users in line with HSSE (Health, Safety, Security & Environment) policies ensuring all legislation met. Act as the nominated Health and Safety & GDPR Officer onsite.
- Manage all PPM (Planned Preventative Maintenance) & reactive works, ensuring the PPMs are complete on time within SLA timeframes. Ensure Service Inspections & Statutory Inspections are carried out in detail, documented, & executed in a timely & efficient manner issues actioned promptly.
- Development and implementation of workspace policies with the principle of simplification.
- Prepare and manage workspace operating and expenditure budgets.
- Performance manage, develop, train and ensure effectiveness of the local workspace team.
- Implement and manage HSSE procedures to deliver a healthy and safe working environment.
- Work to ensure ongoing Business Continuity to ensure that we can effectively manage any event that may disrupt our core business activities.
- Development and implementation of workplace initiatives which promote a positive working environment and employee wellbeing.
- Drive continuous improvement across the organisation with specific responsibility for managing our workspace function and service delivery.
- Lead out on the creation of a suite of Operational policies in advance of opening including the Health and Safety Plan across the campus, Neighbourhood regulations; Standard Operation Procedures to ensure compliance on opening.

Finance



- Processing of accounts payable & accounts receivable. All other accounts related administrative duties such as cashflow, budgets and bank reconciliations.
- Managing procurement
- Develop a sustainable income generation strategy for the campus, closely managing operational costs.
- Manage letting, memberships, finance, sales, marketing, and events etc to ensure a high occupancy rate on opening. Lead client negotiations to maximise both occupancy and income target goals. Assist with the management of licensing and membership processes. Income collection and bookings management across the Bia Obair and Bia Eolas facilities.

HR



- Admin support for recruitment and onboarding of new hires.
- Support team training and development.
- Develop and enhance employee related resources, Handbook, Health and Safety Plan.
- Weekly resource/roster planning for the operations of the 24/7 campus for the effective deployment of a small team.

Administration



- Supporting Business Development activities as needed.
- Develop, evolve, and manage standardised administrative processes with a focus on operational excellence.
- Continually look for opportunities to improve processes and collaborate closely with the community and inhouse team to ensure maximum satisfaction for all stakeholders.
- Maintain consistency and quality of external communications such as documents, reports and presentations.

Reporting structure:

You will report directly to the GM or a key person nominated by the BIA Innovator Campus CLG Board of Directors and have responsibilities in delivering KPIs aligned with BIA Innovator Campus growth objectives.





Minimum Essential Qualifications

- A Degree in a relevant discipline
- A minimum of 5 years' relevant experience or have a demonstrable track record of being the responsible community manager or similar related to this role.
- Full clean drivers' licence.



Essential Knowledge & Skills

- Ability to build relationships and trust with stakeholders/tenants/users/partners across Public, Private, Educational, Food Industry Community(Farm to Fork). Strong interpersonal and networking skills, a connector, with genuine interest in supporting the success of others. Passion for and understanding of entrepreneurial communities.
- Solution orientated with the ability to work under pressure and resolve business critical issues that arise during core operational hours and outside of these hours.
- Have a dynamic approach to continuous improvement & proven ability in implementing change management.
- Detailed knowledge of and strong experience in some of the following areas; building services, maintenance/property/food production management.



Desirable Knowledge & Skills

- Food Industry background.
- Ability to adapt to a fast paced, hands-on environment.
- Strong understanding of all legislative and technical arenas associated with a multi-tenant food production space.
- Working knowledge of principles and practices of business administration.
- Working knowledge of principles and practices of project management.
- Working knowledge of procurement and contracts.
- Working knowledge of financial principles and practices.
- Strong supervisory experience.
- Working knowledge of health, safety and environmental regulations, ideally in the food sector or food production.
- Previous experience of operating in a multi-temperature site, preferably within an FMCG environment.
- Membership of the IWFEM, RICS or other professional body, NEBOSH or IOSH qualified.



Behaviour Competencies

- Communicates Effectively
- Decision Quality
- Collaborates
- Influencing skills
- Drives Results
- Strategic Mind-set
- A results-driven individual with a strong focus on goal setting, performance delivery and accountability with minimal supervision and an ability to adapt to changing requirements and shifting work priorities.
- A start up mindset and enjoy being part of a fast paced, innovative and growing organisation.
- You are highly organised; you can manage and prioritise a varied workload and you have excellent attention to detail.
- You act with integrity, professionalism, and confidentiality.
- You are willing to do the big and the small things with equal conviction: you'll be expected to work strategically but not afraid to work on the ground.
- You enjoy finding simple solutions to problems.

Candidates must have the knowledge and ability to discharge the duties of the post and if successful agree to undertake the duties attached to the post and accept the conditions under which the duties are required to be performed. The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the business.



Location:

The role of BIA Innovator Campus Operations and Facilities Lead will be located initially in Teagasc, Mellows Campus, Athenry, Co. Galway, and when complete, in BIA Innovator Campus buildings.

The candidate will be subject to a probationary period for 12 months with reviews at months 3, 6 and 9 months.



Character:

Candidates shall be of good character and references shall be sought.



Health:

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. To satisfy the requirement as to health, it will be necessary for the successful candidate, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by BIA Innovator Campus CLG.



Salary:

This role will be remunerated in line with experience of the candidate.



Annual leave:

20 days per annum



Hours of Work:

The normal working hours are 39 hours per week. This role will require a strong degree of flexibility in the form of shift work spread across the week in line with the operational demands of the campus.



Driving Licence:

The appointee must hold a full driving licence for Class B vehicles free from endorsement / disqualification and shall drive a motor car in the course of their duties, and for this purpose, provide and maintain a car to the satisfaction of the BIA Innovator Campus CLG. The appointee's Insurance Policy must cover such use and indemnify BIA Innovator Campus CLG. Travel and subsistence expense will be paid in accordance with nationally agreed rates applicable to the sector.



Recruitment Timeline:

- Advertisement Date – 26th May
- Deadline closes for application submissions 21st June 2021 @ 4pm. (4 weeks)
- 1st round interviews – week of the 28/29/30th June – potentially online
- 2nd round interviews including a presentation – 8th/9th July 2021 – held in line with government guidelines and appropriate social distancing

How to apply:



Application forms can be provided by emailing hello@biainnovatorcampus.ie.

Applications/CV/Cover Letter/Scan of qualifications to be submitted to hello@biainnovatorcampus.ie.

All sections of the application form must be fully complete.
Application deadline: 21st June 2021 at 4pm

BIA INNOVATOR CAMPUS CLG IS AN EQUAL OPPORTUNITIES EMPLOYER



Klárta na hÉireann
Government of Ireland



An Roinn Forbartha
Tuairiscí agus Fábail
Department of Rural and
Community Development



Comhairle Chontae na Galíe
Galway County Council



An Roinn Talmhaíochta,
Bia agus Mara
Department of Agriculture,
Food and the Marine

This position is funded with the support of Galway County Council, Teagasc & Enterprise Ireland under the Regional Enterprise Development Fund.