

JOB DESCRIPTION – OPERATIONS DUTY MANAGER

PURPOSE OF THE JOB

To ensure the highest standards of service for all team and guests are maintained across the site, with particular reference to our safety and quality of operations and administration, in order to deliver our vision.

KEY ACCOUNTABILITIES

- To maximise the commercial return of secondary revenue streams across the attraction, ensuring the Team have daily targets and appropriate training to deliver the budget.
- Support the General Manager and Group Retail Manager with analysis, ordering and merchandising of our products specific to your attraction
- Ensure training needs of all team relating to Health & Safety, First Aid, Cash Handling, DDA etc. are met and recorded efficiently.
- Manage Team personal files ensuring Data Protection rules are followed and that all Team Contacts are up to date.
- Manage Team Absence procedure including record keeping and ensuring all back to work interviews are logged and any issues brought to the attention of the General Manager.
- Liaise with guests and team to maintain high standards and respond to guest feedback effectively. Ensure all guest complaints are dealt with efficiently and effectively.
- Maintain high levels of guest care and contribute to improving services for customers.
- To be responsible for the safe operation of the facility providing first hand control of situations as they arise.
- Respond effectively to any incident on site, which might require assistance of the emergency services (such as Police, Ambulance or Fire Services).
- Help maintain the condition of the site and its facilities, clearing up obvious litter and repairing/reporting any damage immediately.
- Provide break or absence cover as required.

- Manage Information email (e.g. information requests/general enquiries), ensuring these are responded to/forwarded to relevant personnel daily as appropriate, and that cover is in place when DM is absent.
- Ensure effective on site cash handling procedures are in place and being followed at all times. Liaise with General Manager/Finance departments and/or other sites as necessary to ensure consistency across the Group.
- Daily processing of purchase orders & related invoices for the business.
- Coordinate production of performance management information across the site, ensuring all team and management are aware of targets and performance, and that required reporting to the Support Office is carried out in a timely and accurate fashion.
- Coordinate completion and distribution of operational and weekly sales reports.
- Contribute towards meetings and future development of the site.
- Provide cover in the absence of another member of the management team.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS