

JOB DESCRIPTION

JOB TITLE: Assistant Operations Manager

RESPONSIBLE TO: Director & Operations Manager

WAGE: TBA

JOB PURPOSE:

To assist the Operations Manager in the smooth operation of the Leisure Park, to carry out personnel tasks and to keep accurate records.

CONDITIONS:

Woodlands is a busy 100acre Leisure Park. There are two Assistant Operations Managers who assist the Operations Manager with the running of the Leisure Park. They work closely with the Director, the Maintenance Department, Caravan Park/Office Manager and the Team Leaders of the different areas. The maintenance department consists of three full time staff with other self-employed contractors often working on site. The Leisure Park consists of a number of fairground-type rides and attractions including pedal karts, pedlo boats, bumper boats, toboggan run, watercoasters, extensive indoor play areas, numerous slides & ball pools, as well as entrance kiosks, catering outlets and zoo-farm; all of which are overseen by the Operations team.

HOURS:

This is a full-time position, 5 days per week, to include weekend day(s). The start time is 7.30am or 8am. Finish times vary according to the time of year to ensure the smooth operation of the Park; approximately 5.00pm at quiet times, 5.30/5.45pm during the Whitsun half term holiday and 6.00/6.15pm in the summer holidays, depending on work tasks and opening times. The early starts and late finishes can be shared between the Operations team. There is a half an hour unpaid lunch break.

Wages can be discussed at the interview stage. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and at least one weekend day. You would need to work on Sundays each week and occasionally on Saturdays.

There are a total of 28 days paid holiday per year, these cannot be taken during the school holidays or bank holidays as these are our busiest times. We close for several days over Christmas, this year it is the 23rd to 26th December and the 1st January. Bank holidays are treated as normal working days, there is not an overtime rate of pay. There is a company pension scheme. There is a half an hour unpaid lunch break. When the Leisure Park is open, there is the opportunity to purchase food for lunch with a 50% discount.

SKILLS:

1. The ability to communicate with staff, contractors, suppliers, customers, other Managers and Directors, some of whom do not have English as their first language.
2. The ability to work as part of a team and multi-task.
3. Fully computer literate, able to use Microsoft Office and Outlook.
4. Knowledge of tasks related to personnel.
5. Experience in a similar role.
6. Good organisational skills.
7. A logical, practical mind.
8. Methodical approach with good attention to detail.
9. Cheerful, confident personality with a 'can-do attitude'.

10. Able to work flexible hours.
11. The ability to remain calm and level headed in demanding situations.

WORK TASKS:

1. Record Keeping

Keeping personnel, maintenance & health & safety paperwork up to date, involving filing and using the computer (further details in sections following).

2. Staff

- i) Allocating Leisure Park staff to particular areas and constructing rotas to ensure areas are adequately staffed.
- ii) Recruiting Leisure Park staff, including foreign staff: liaising with agencies to identify potential candidates; reviewing applications; carrying out interviews.
- iii) Training and supervising staff.
- iv) Ensure guidelines for ride and play attendants are understood, signed and filed.
- v) Report progress and suitability of new staff to Operations Manager.
- vi) Ensure all staff are working to the required standard, following procedures & wearing correct uniform. Discipline staff when needed.
- vii) Check daily morning procedure in all areas has been completed. Check end of day procedures are completed, and premises are clean and secure.
- viii) Monitor staff and give feed back to the Operations Manager & Director
- ix) Help combat short term staff shortages (e.g. lunches), by having the ability to step into indoor and outdoor play/catering areas and act as ride attendant/catering assistant.

3. Customer Relations

- i) To deal with customer enquiries regarding ride height restrictions, health and safety, complaints, vending machine issues, etc.
- ii) Attend any situation involving improper customer behaviour.

4. Stock Levels

- i) If the staff responsible for stock are away, organise for catering outlets, kiosks & vending machines to be checked for stock levels and re-stocked where necessary.
- ii) Placing of orders.

5. Health & Safety

After training:-

- i) The daily inspection of designated play equipment.
- ii) To complete relevant daily safety check sheets.
- iii) To report and record any defects and repairing where possible.
- iv) To report specialist technical problems to the Maintenance Department or Electrician.
- v) Ensure all staff are following safe working practices and correct safety guidelines.
- vi) Attend first aid incidents, ascertain causes, carry out first aid and implement any necessary preventative measures.
- vii) Keep up to date and accurate records.

6. Maintenance

- i) To file all check sheets and from these, type up job sheets/equipment work sheets and pass to the Maintenance Department.
- ii) To check any faulty equipment/machines and report any defects.
- iii) Ordering of supplies.

- iv) To sometimes assist in the general maintenance of the Park at quiet times and to help keep the rides and equipment fully operational. In the event of a breakdown priority and urgency must be given to the major rides.

7. Other Tasks

- i) When experienced, to act as Team Leader for a Play Area or Ride in the absence of the usual Team Leader (e.g. to cover lunch breaks).
- ii) To attend training courses when required such as first aid, fire safety, operation of equipment, etc. .
- iii) To carry out other duties as required from time to time.

The Assistant Operations Manager is a crucial role requiring a highly committed individual prepared to take on a good deal of responsibility. It requires someone who is comfortable both in a hands-on role in the Leisure Park as well as using a computer to carry out office-based tasks such as recruiting staff, constructing rotas and organising records in the office. It is recognised that for or a person joining the company for the first time, it will obviously take some time before they will be able to fully carry out all the work tasks listed above. The main requirement for the job is for someone who is interested, willing and able to learn.