

JOB DESCRIPTION EVENING DUTY MANAGER

If you feel this is the perfect job for you send your cv and covering letter to - recruitment@continuumattractions.com

PURPOSE OF THE JOB

Ensure the highest standards to provide all visitors to the attraction, with an exemplary experience throughout the Tour, Café/Bar, Retail and Admissions, with particular emphasis on safety and quality. Perform the day to day leadership of the site and facilitate a high quality guest experience

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Manage the team and provide team members with clear objectives and goals and individual performance targets. Support all team members with regular and constructive feedback on results.
- Responsible for the safe operation of the facility providing first hand control of situations as they arise.
- Encourage a professional interest in health and safety in all team members.
- In conjunction with the Operations/General Manager, ensure a continuous review of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.
- Have a full working knowledge of Health and Safety, Emergency Plans & Procedures, First Aid and Disability Discrimination legislation.
- Manage attraction emails such as information requests and general enquiries, ensuring these are responded to and that cover is in place during absences
- Ensure the sites weekly sales sheets are completed and all error messages investigated within deadlines as and when required.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- In conjunction with the Operations/General Manager identify team member training requirements and implement where applicable
- Deliver corporate bookings with particular emphasis on quality of service and punctuality as and when required

- Respond effectively to any incident on site, which might require assistance of the emergency services (such as Police, Ambulance or Fire Services).
- Ensure that the highest level of customer service is maintained at all times to provide the best service to the attraction's visitors.
- Ensure all operations conform to legal regulations with regard to health and safety/ food hygiene requirements.
- Help maintain the condition of the attraction and its facilities, ensuring the clearing up of obvious litter and repairing/reporting any damage immediately
- Ensure that all areas of the attraction are presented to the highest standards with particular regard to cleanliness and maintenance.
- Deal with all guest complaints in a prompt, professional and thorough manner.
- Ensure that the team operates effectively and efficiently within the attraction with the clear objective of maximising profitability, for example by; monitoring income and expenditure, ensuring the forecasted margin is achieved by year end, presenting and delivering promotions to exploit seasonal opportunities.
- Ensure effective on site cash handling procedures are in place and being followed at all times. Liaise with Operations/Finance departments and/or other sites as necessary to ensure consistency across the Group and adhere to Group Financial procedures.
- Implement and monitor daily work schedules and rotas
- Manage the Team member Absence procedure by thorough record keeping and ensuring all back to work interviews are conducted and any issues highlighted to the General Manager.
- Ensure all Continuum polices are adhered to.
- Maximise revenue through skilled use of sales, promotion and marketing in line with the business plan and marketing strategy to achieve daily sales targets
- Develop skills and working knowledge of GAMMA tills and software.
- Maintain the confidentiality of Continuum and its internal communications, records and commercially sensitive information.
- Contribute towards meetings and future development of the attraction.
- Actively encourage feedback from customers and implement any appropriate changes to improve the level of service offered.

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

This role is late nights only - finishing time would be 11:30pm. Shifts would mainly be 4:30pm – 11:30pm.