

# ASSISTANT MANAGER

<b>Job Title</b>	Assistant Manager
<b>Normal Place of Work</b>	Zip Now Cardiff – Cardiff Bay
<b>Reports to</b>	General Manager

## JOB PURPOSE

As one of our Assistant Managers you will support, and deputise for, the General Manager in the daily operation of the event. This includes people management, training and development, leading the customer experience, and carrying out safety inspections and rescues.

You will also be required to operate as 'Manager on Duty' in the absence of the General Manager.

Our onsite team are the key to the success of the event, and you will lead, coach, mentor and manage them in delivering all aspects of their roles. Your role is an essential part of ensuring our experience is safe, customers enjoy themselves and staff feel adequately supported and thus deliver exceptionally in their roles. You will, therefore, be expected to competently perform the role of Zip Wire Instructor and it is recommended that you read that job description in addition to this.

## KEY RESPONSIBILITIES

### Operational Management

- Understanding, following and enforcing The City Zip Company/Zip Now Standard Operating Procedures (SOPs), emergency procedures and risk assessment documents
- Ensuring the whole team adhere to all operational policies and procedures for both activity and general event operation at all times
- Keeping up to date with the operation in order to identify issues, suggest changes to operational procedures and support the General Manager in delivering them, including training and competency assessing the team
- Ensure the team are trained in the Emergency Procedures Manual and support the General Manager in carrying out drills when required
- Identifying issues relating to faulty or broken PPE and acting quickly to resolve or escalate
- Identifying issues relating to faulty ticketing system, WIFI, generators, toilets and so on and act quickly to resolve or escalate
- Looking after communications equipment (radios and phones) and ensuring that staff check them in and out correctly and that they are charged each night
- Identifying and supplies needed for the site such as wristbands, toilet paper, stationary and cleaning equipment and act quickly to resolve or escalate.

### Event & Activity Management

- Ensure that the site is opened each morning and closed each evening in accordance with operational SOPs
- Ensure that all structures and equipment are checked and safe to use, and that issues reported to you are dealt with and/or escalated as required
- Ensure that the event is ready to receive the first customers on time and that team members arriving late for their shift are managed in accordance with the staff handbook
- Ensure that the site is closed correctly each evening so that the site is safe and secure
- Support a reduction in noise and disruption to other bay users by keeping all activity within the event boundary
- Ensure the site is always at its best, so that:
  - The site is kept tidy and litter free

- The site, including the buildings, towers and external kit area clean, safe and well organised
- Toilets are serviced regularly and kept clean and stocked
- Generators and tower lights are turned on and off properly each day and that diesel levels are sufficient
- All safety signs, safety equipment and fire extinguishers are in their proper places at all times.

### **Equipment & Activity Operation**

- Ensure that all staff follow the SOPs for the zip wire at all points in the operation from kitting up to disconnection from the wire
- Oversee safe and efficient operation of the zip wires at all times
- Act as the competent person on site to carry out:
  - Supervision of the Landing Platform ensuring:
    - Brakes are reset correctly
    - Brakes are corrected as required
    - Radio calls are carried out proficiently
    - Mega Drop queues and tower capacity is managed
    - Retrievals and rescues are completed in accordance with their specific SOP
  - Customer/Staff Equipment Checks:
    - Carrying out daily, periodic and ad-hoc checks on customer/staff equipment (PPE) and recording, repairing and quarantining as required
    - Support Zip Wire Instructors with PPE checks and act as a guide for their queries

### **Staff Management**

- Ensure that sufficient staff are planned to be on site each shift and arrange cover where necessary
- Supporting the General Manager with shift allocations to ensure adequate but not over-necessary cover is arranged
- Ensure periodic rotation of staff between roles each day as well as staff breaks
- Support, coach and develop team members and carry out sign-off and competency assessments
- Work with team members who need further training to ensure their competence
- Ensure all staff behave in accordance with rules laid out in the staff handbook and manage disciplinary action required, seeking support where necessary
- Ensure that first aid provision is delivered as appropriate.

### **Customer Service**

- Lead by example in the delivery of the highest levels of customer service at all times
- Actively promote high standards of safety, quality and customer service in the team
- Ensure that all staff are providing highest levels of customer service at all times
- Ensure that all customers have a positive and enjoyable experience while at the event.

### **'Manager on Duty'**

- Ensure that a 'Daily Report' is completed on your duty day
- Run daily financial reports to ensure retailing, banking, card payments and cash on site are managed in line with the procedure
- Ensure that where checklists are provided, they are completed, and that you review these taking responsibly for the resolution of issues identified
- Ensure that sufficient staff are planned to be on site each shift and arranging cover where necessary
- Manage any issues that arise with customers while on site liaising with the customer service team where necessary, resolving first time whenever you can
- Lead emergency situations in line with the Emergency Procedures Manual.

The above list is not exhaustive and you will be expected to perform ad hoc duties to ensure the event operates safely and that customers leave with a lasting excellent impression of the experience.

This is a management role and as such you will be expected to think on your feet and deal with any situation that arises in real time. You will, however, always have the support of the operations team who will always be available during event opening hours.

#### **PERSON SPECIFICATION:**

##### **Profile:**

This role would suit an experienced outdoor activity or supervisory professional who is comfortable working at height and is used to working with large numbers of staff and customers.

Previous coaching, mentoring and training experience is essential as this role will require a great deal of time spent supporting our large and diverse team in a busy and demanding environment.

##### **Qualifications, Motivation & Experience:**

###### **Essential**

- 2+ years at management or supervisory level
- Ability to deliver great customer experiences in a very active environment and to be invigorated by constant personal interaction
- Strong interest in events, developing people and agility at learning new skills

###### **Desirable**

- Experience of managing a zip wire or high ropes operation or significant experience managing pop-up events and projects
- ERCA Instructor or IRATA Level 1 qualification