

GENERAL MANAGER

Job Title	General Manager
Normal Place of Work	Zip Now Cardiff – Cardiff Bay
Reports to	Head of Operations

JOB PURPOSE

The General Manager is ultimately responsible for the smooth, safe and successful running of the event. The role is the most senior on site and carries accountability for ensuring the event operates safely and efficiently at all times.

You will lead the culture, training and development of the team to ensure that our customers have a fun and safe time and leave the event having had a brilliant and positive experience. You will be responsible for management, recruitment, discipline and development of the entire team; and ensuring that the Assistant Managers are amply supported to deliver in their role and act competently as 'Manager on Duty' in your absence.

The Zip Wire Manager will be supported by the experienced Operations team who have worked on previous City Zip Company events as well as external technical and Health & Safety advisors.

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 current legislation and best practice for zip wires and working with the Head of Operations to implement any changes to operational procedures
- Advising the Head of Operations of changes needed to improve SOPs and then implementing these changes, including training and competency assessing the team
- Ensure your team are trained in the Emergency Procedures Manual and carry out drills when required
- Working with external consultants (technical and Health & Safety advisors) to continually improve SOPs and general safety on site.

Event & Activity Management

- Ensure, either directly or by appropriate delegation to an Assistant Manager, that the site is opened each morning and closed each evening in accordance with operational SOPs
- Ensure that all structures and equipment are safe to use, and that issues reported to you are dealt with and/or escalated as required
- Ensure, either directly or by appropriate delegation to an Assistant Manager, 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, either directly or by appropriate delegation to an Assistant Manager, 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
- Build relationships with key stakeholders in the area including the hotel staff, Harbour Authority, Cardiff Council etc.
- Take accountability for the leadership of an excellent site, 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.

Zip Wire Operation

- Ensure all staff follow the SOPs for the zip wire at all points in the operation from kitting up to disconnection from the wire
- Ensure safe and efficient operation of the zip wires at all times
- Act as the competent person on site to oversee the rescue of customers as and when necessary
- Ensure rescue practices take place
- Report repairs required to wires or towers to the Operations team and agreeing repair strategy. Where appropriate then fixing the wires or towers.

Equipment and Infrastructure

- Carry out periodic checks on customer/staff equipment (PPE) and recording on iAuditor (or any other system we may use)
- Identify issues relating to faulty or broken PPE and acting quickly to take the item out of use, arrange repair and report the issue to the Operations team
- Ensure all general event infrastructure is working at all times including ticketing system, WIFI, generators, toilets and so on
- Notify the Operations team immediately if any non-PPE equipment is faulty or needs replacing. This includes phones, radios, laptops, iPads, EPOS etc
- Manage radios and phones ensuring that all staff check them in and out correctly and that they are charged each night
- Liaise with the Operations team to arrange procurement of items needed for the site including PPE and general event equipment such as wristbands, toilet paper and staff uniform.

Staff Management

- Ensure that sufficient staff are planned to be on site each shift and arranging cover where necessary
- Providing rotas at least 1 week in advance and liaising with the Operations team to ensure adequate but not over-necessary cover is arranged
- Ensure, either directly or by appropriate delegation to an Assistant Manager, periodic rotation of staff between roles each day as well as staff breaks
- Manage staff performance - supporting and developing all team members and providing additional training where required
- Resolve any issues (positive or negative) relating to staff by appropriate leadership/reward and following the Staff Handbook
- Ensure all staff behave in accordance with rules laid out in the staff handbook and manage disciplinary action required to conclusion, seeking support where necessary
- Ensure, either directly or by appropriate delegation to an Assistant Manager, that first aid provision is delivered as appropriate
- Manage live-event applications and conduct interviews, offers and training

Customer Service

- Actively promoting 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
- Lead by example and role modelling service excellence
- Ensure that all customers have a positive and enjoyable experience while at the event
- Manage any issues that arise with customers while on site liaising with the customer service team where necessary, resolving first time whenever you can

- Keep your team up to date about online reviews, respond as requested and work with the Operations team to identify and implement areas for improvement.

Reporting

- Ensure, either directly or by appropriate delegation to an Assistant Manager, that a 'Daily Report' is completed by the 'Manager on Duty' each day
- Review Daily Reports, action what falls within your remit and provide a brief to the Operations team when requested/escalate concerns that you need support with
- 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.

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 management professional who is comfortable working at height and is used to working in the experience/outdoor activity sector with large volumes of customers.

Previous management experience is essential as this role will be fairly autonomous and deal with large numbers of staff and customers, so confidence and experience need to be readily available in equal measure.

Qualifications, Motivation & Experience:

Essential

- Experience of managing a zip wire or high ropes operation or significant experience managing pop-up events and projects
- 5+ years at management level
- Ability to deliver great customer experiences in a very active environment and to be invigorated by constant personal interaction

Desirable

- European Ropes Courses Association (ERCA) Generic Rescuer or IRATA Level 1 qualification.
- NEBOSH or IOSH Health & Safety qualification
- Strong interest in events, particularly pop-up outdoor, and agility at learning new skills