

JOB DESCRIPTION – OPERATIONS MANAGER

If this sounds like the perfect role for you then please submit your CV and Covering Letter to our General Manager, Tony Sammut at tsammut@spinnakertower.co.uk

PURPOSE OF THE JOB

To ensure the commercial success of the visitor attraction, leading and developing the team to deliver the highest standards of guest engagement and experience, whilst ensuring the achievement of the Sites KPI as set out in the annual business plan.

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

KEY ACCOUNTABILITIES

- Observe and manage immediately any incidents, which may affect the health and safety of other team or guests of the attraction, escalating using the major incident plan where appropriate.
- Ensure all operations conform to legal regulations with regard to health and safety.
- Deputise for the General Manager in their absence
- Duty manage in line with operational requirements
- Take responsibility for the security of the building.
- Be responsible for ensuring that the attraction runs smoothly in both peak and off peak periods
- Ensure Operations Duty Manager/Guest Services Team scheduling is in line with business requirements including recruitment and the management of team absence following company process.
- Develop the team by providing coaching, mentoring and support.
- Lead the admissions and retail team setting clear KPI's, daily targets and goals to ensure spend per head targets are achieved.
- Observe and manage immediately any incidents, which may affect the presentation, other team or guests of the attraction.

- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Deal with all guest feedback professionally.
- Ensure income and expenditure are effectively managed to achieve or exceed the annual business plan and department KPI
- Maximise revenue through skilled use of sales, promotion and marketing in line with the business plan
- Provide reports and complete audits in a timely fashion as requested.
- Attend all training sessions and team meetings as required.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

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

- Demonstrate full understanding of Profit and Loss report
- Understand update and implement risk assessments
- Work flexibly across departments in line with the business demands.
- Be prepared to work on developments at other Continuum sites as necessary.