



Trainee Deputy Manager Job Description

The role

As member of the Management Team, you will be responsible for supporting the General Manager with the overall running of the experiences. Duties will include the management of the Duty Managers, management of days rota, staffing enquiries, general management of the experiences, general management of staff including where necessary, the training of the team to uphold the exceptional experiences we offer with a safe and exciting approach and in line with the company policies and procedures. You will also be responsible for meeting monthly KPI's and income targets as set out by the General Manager.

This position is suitable for anyone with junior management experience who is wanting to develop their management skills and experience This is not a 9 to 5 role. It requires someone with the enthusiasm, passion, drive, humour, and a love of the thrill in achieving an outstanding experience through the effective leadership of the team.

Main Responsibilities

Duties include but are not limited to

- **Management of Team** – Supporting the General Manager with overall management of the Duty Managers and Staff as well as duty management of all staff on site when on shift. This includes the staff team, the smooth running of the experiences, the bar/café, reception, photobooth, merchandise shop and any other groups, events or experiences taking place on the day. Ensuring all staff are equipped and able to carry out their role.
- **Management of Subcontractors** – To support the General Manager with providing support to the subcontractors with any queries, questions and general maintenance of their service area. Ensuring that they are upholding their duties and responsibilities with regards to their licencing agreement with the company.
- **Booking System** – Responsible for supporting the General Manager with the setup of the company booking system ensuring it achieves the aims of the business needs and that appropriate staff are suitably trained in order to ensure that the set up and delivery of the company experiences are correct and appropriate for the smooth operations of the business.
- **Management of Marketing** – Responsible for supporting the General Manager with liaising with the external marketing team to ensure they are provided with all relevant information in order to carryout appropriate marketing material. Working closely with the Managing Director to ensure promotions of the company are clear and prepared on the inhouse systems as well as with the marketing team to ensure a seamless marketing strategy across the business.

- **Responsible for meeting income targets and attraction KPI's** (Key Performance Indicators). Ensuring all staff are aware of the targets required for the day in each area and monitoring and recording these targets throughout the day.
- **Management of Daily/Monthly/Weekly Checks** - to be responsible for ensuring that each area has completed and signed off open and closing checklists, and experience safety checks as required and set out in the company procedures and policies.
- **Management of Duty Managers** – To assist the General Manager in ensuring that regular meetings take place within the duty managers team, ensuring all staff are trained and equipped to carry out the role as duty manager.
- **Dealing with Customers** – To support the General Manager with all customer complaints or concerns and completing refunds, credit, discounts or movement of sessions as requested by the General Manager.
- **Management of site presentation**– Ensuring the experiences are prepared and suitable for each experience to commence. Responsible for reporting and instigating any maintenance and cleaning required to ensure the experience is delivered to the customers in line with the company presentation standards and procedures. Responsible for ensuring that the required experience stock levels are available in order to deliver an exceptional experience.
- **Management of Health and Safety** – Responsible for ensuring that the company and building meets the requirements of the company health and safety policy at all times. And any near misses or incidents are recorded and reported immediately to the Operations Director. To complete a First Aid at Work certificate and be responsible for First Aid in the building.
- **Management of Building Fire and Evacuation** – Responsible for ensuring that the company and building meets the requirement of the company fire and evacuation plan at all times. And any near misses or incidents are recorded and reported immediately to the Operations Director. To complete Fire Warden Training and uphold the responsibility of this role.
- **Staff Rota** – Supporting the General Manager to ensure all Rotas are completed and issued to staff within a time scale as per the company policy and procedures. Ensuring all staff absences are recorded and reported to Human Resources and that cover is arranged, ensuring a seamless visit for guests and targets achieved. Working closely with the budget to ensure that the rota works for your team and the experiences.
- **HR** – To ensure all relevant information on attendance, sickness, absence is recorded. Responsible for supporting the General Manager to carry out all disciplinary and grievances in line with company policy and procedures.
- **Cashflow** – responsible for all cash on site and the handling of. This includes the start of day delivery of floats and cashing up at the end of each shift and ensuring all money is deposited into the company bank account. Discrepancies to be investigated immediately.
- **Security of building** – Supporting the General Manager with taking on the responsibility for the overall security of the building ensuring doors are not opened to allow general public to access the building from areas other than main entrances. Responsible for unlocking and locking up of the building at the beginning and end of the day and ensuring that a responsible and fully trained manager is allocated to complete in your absence. And ensuring all other duty managers are carrying out their responsibility regarding the security of the building at all times.

- **Managing the Security Team** – Supporting the general manager with overall management of external security contract, ensuring relevant cover is provided in line with the companies policy, supporting staff when on site. Liaising with the external company and signing off timesheets and invoicing.
- **Management of Operations** – Responsible for ensuring that the policies, procedures and company/industry standards are upheld and maintained by staff at all times. Training staff where appropriate and liaising with the Health & Safety Officer when necessary.
- **Daily Reporting and Handover** – To ensure that a daily Management Report at the end of each day is completed and sent to the Operations and Finance Directors. To complete a handover report for the next manager on duty ensuring all relevant points from the day's activity have been covered, highlighting any staff and maintenance issues.
- **Management of Experience Stock and Items.** – Implementing and maintaining the management of experience stock items and reordering of essential products. Ensuring that staff are respecting and using the equipment appropriately at all times.
- **Management of Experience Merchandise** – Implementing and maintaining the management of the experience merchandise items and reordering to replenish stock. As well as sourcing and stocking items to ensure maximum consumer purchase and demand.
- **Management of the promotional/seasonal events** – Ensuring all staff are trained with regards to company promotions that will be run throughout the year. When required to be part of the marketing and promotions team, attending meetings and bringing ideas to the team.
- **Management of staff within the centre including promotional staff** – Ensuring all staff are fully trained on how they present themselves when in the community representing the company. Ensuring the staff are professional and carrying out anyuif promotion appropriately. Setting targets in order to measure the team's performance.
- **Responsible for presenting information to the Board of Directors** – Ensuring all reports required by the board on a monthly basis are completed and presented.
- **Required to complete regular training** – Compulsory and Non compulsory as required by the business in order to meet the requirements of the position.
- **Establish and maintain strong working relationships** with key personnel at colleges, schools and other organisations using the centre including local councils and services.

Trainee Deputy Manager Person Specification

About you, the essential skills and personal qualities we are looking for

	Essential	Desirable
Skills and Education		
Must have a minimum of 1 years' experience in a managerial position.	×	
Must hold a relevant degree in management, tourism, hospitality, or similar area.		×
Experience of working within the tourism and leisure or hospitality industry.		×
Must have experience of working with and upholding company health and safety policy and procedures and other relevant company policies and procedures and a clear understanding of the importance of this within the business.	×	
Must have experience of supervising and managing large teams	×	
Can demonstrate extensive customer service experience to a very high standard.	×	
Can demonstrate management of budgets, achieving targets and working towards meeting deadlines	×	
Can demonstrate an instinctive understanding of customers' needs with an ability to deliver high quality and effective decision making.	×	
Strong operational planning with excellent communication skills in order to ensure tasks are completed.	×	
Experience in delivering staff training.	×	
To hold an appropriate first aid at work certificate.		×
Personal Qualities		
Be creative and innovative in order to ensure that the team are flexible and dynamic to deliver a tailored experience to suit the needs of the customers.	×	
Have excellent presentation skills – comfortable presenting plans, prioritise and developments to gain buy-in from the wider team.	×	
Flexible and adaptable to changing priorities. Resourceful and practical; able to “think on your feet” and solve problems quickly and effectively. Positive “can do” attitude.	×	
Excellent organisational and time management skills including the ability to work on multiple projects & situations simultaneously.	×	
Good team-working skills, calm and collected at all times with the ability to make final decisions where necessary.	×	
Ability to work under own initiative	×	
Have strong attention to detail	×	
Be a positive mentor and leader	×	

Job Location and Hours: This post is fulltime, 4 x 12 hour shift (11hours + 1hour lunch per day) rota over 7 days period, weekend, school holiday and bank holiday working is essential for this role. Based in Hastings, East Sussex