

# Operations & Facilities Manager

## Job Description and Person Specification

### Position Details

<b>Position:</b> Operations & Facilities Manager	<b>Department:</b> All departments	<b>Reporting to:</b> General Manager
<b>Salary:</b> £28,000-£33,000	<b>Contract:</b> Permanent	<b>Hours per week:</b> 8:00am – 6:30pm 5 days from 7 (Sunday and Monday rest days)

#### Overall Objective:

Responsibility for the effective management and day to day operation of the Farm Park its facilities, staff, and customers. This includes daily duty management and liaison with senior staff.

You will oversee the maintenance of equipment and public areas, managing visitor activities, ensuring health and safety requirements are complied with for visitors and staff.

To inspire, develop and lead a team of Full Time and Part Time staff. You will oversee the facilities team and cleaning team ensuring the upkeep of all grounds and facilities throughout the year.

Able to problem solve and having a positive approach that drives the business forwards.

Be involved in the creation/theming and operation of our seasonal events including Christmas, Easter, May Half Term, Summer, Halloween daytime and our Night-time Scream park event “The Howl”

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#### Key Responsibilities

- Management of the attractions and activities
- Ensure exceptional customer service is always delivered.
- Duty management across the Farm Park
- Maintenance of Farm Park areas
- Working in conjunction with the management team to ensure the Health and Safety practices across the Farm Park meet legal requirements.
- Recruiting and training staff

#### Summary of Duties

- Duty management across the Farm Park
  - Ensuring open and close of Farm Park accordingly in accordance with the open and close procedures
  - Dealing with operational issues during the day and liaising with teams, other department managers.

#### Essential

- Have strong verbal and written communication and able to interact with customers and other staff.
- Be able to write Risk Assessments.
- To be pleasant and courteous and have good customer service skills.
- Be adaptable to changing work and environments.
- Have good numeracy and literacy skills.
- Be able to work as part of a team and alone.
- Be of smart appearance with good personal hygiene.

<ul style="list-style-type: none"> <li>○ Regular monitoring and overseeing each of the areas to ensure their smooth running.</li> <li>○ Identifying any additional support where required.</li> <li>○ Support with Digi Tickets booking system in the absence of Operations Manager.</li> <li>● Maintenance of Farm Park areas <ul style="list-style-type: none"> <li>○ Assists with the maintenance and where appropriate repair of all services, utilities escalating where relevant.</li> <li>○ Maintenance of Farm Park play equipment and animal handling areas.</li> <li>○ Ensure Cleaners/Facilities materials ordering, including sourcing of any 3<sup>rd</sup> party contracts.</li> <li>○ Ensure all outdoor areas, activities and events are clean and tidy.</li> <li>○ Upkeep of internal equipment for cleaners</li> <li>○ Ensure that all the facilities and farm plant, and/or equipment is maintained to good working order, and when renewed, assists with the sourcing and negotiation of purchase of new equipment.</li> </ul> </li> <li>● Health and Safety practices across the Farm Park <ul style="list-style-type: none"> <li>○ Liaison with appointed NFU Health and Safety consultant with General Manager</li> <li>○ Investigation of first aid instances and review RA's if required.</li> <li>○ Ensures accurate records are maintained in line with Health and Safety requirements</li> <li>○ Arrange for first aiders to be trained and ensures adequate first aid cover during operational hours.</li> <li>○ Ensure that daily health and safety checks are completed both in the indoor and outdoor areas.</li> <li>○ Adhere to all health and safety regulations in particular the Farm Parks code of practice.</li> <li>○ Ensure the safety of staff, visitors,</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Work experience as a Duty Manager or similar management role in the industry preferred.</li> <li>● Team management skills</li> <li>● Strong organizational skills</li> <li>● Experience with facilities maintenance and/or security</li> <li>● Strong problem-solving skills</li> <li>● Hold a valid UK driving license.</li> <li>● Availability to work in shifts including weekends.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>● A valid first aid qualification</li> <li>● Hold a IOSH Managing Safely qualification</li> </ul>
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and property whilst on duty.

- Stocking of all first aid supplies
- Management of the attractions and activities
  - Sky Trail upkeep, training, and sign offs
  - Assist with rota for outdoor staff to ensure appropriate cover for events, attractions (including sky trail, go carts and slides) and activities.
  - Arrange and carry out training of outdoor staff to ensure the correct running of events, attractions, and activities.
  - Assist with compliance to Red Tractor, NFAN and AAA schemes
  - Liaising with the General Manager in respect of special events, activities, and preparation
- Ensure exceptional customer service is always delivered.
  - Deliver the company values and customer pledge always engaging positively with customers and encouraging the same the same behaviours from the team.
  - Deals with customer problems effectively and efficiently.
  - Ensure customer complaints are dealt with promptly, recorded and reviewed for recurring themes, implementing actions to rectify.