



JOB DESCRIPTION

Assistant Park Manager (Maternity Cover)

Location: Hawkstone Park Hotel and Follies

Responsible to: Follies Park Manager

Contract: Temporary 23rd September 2019 – 23rd December 2020. 40 hours/week. £19,500 pro rata.

Hours: 40 hours per week, typically 9:00-17:30 on five days out of seven. Flexibility of hours is essential to the role. Evening work will be required for special events. Weekend work is required with minimum one weekend day every week dependant on rota and events.

Purpose of Job: To support the Park Manager in managing the Visitor Centre including the Gift Shop and Tearoom, with the overriding objective being to provide visitors with a safe and interesting visitor experience whilst driving revenues to achieve financial targets.

Working Relations: To work closely with the Follies visitor centre staff and wardens and liaise with hotel staff.

Duties:

- Assist with training the Visitor Centre team, ensuring high standards of customer services are maintained
- Ensure the Visitor Centre and Café are clean and presentable at all times
- Maintain a high level of retail presentation in both areas to maximise visitor spend
- Ensure online information is correct and kept up to date, including the parks website
- Ensure onsite information including internal signage, blackboards, menus etc are kept up to date
- Assist the Park Manager in set up of events that will increase visitor numbers, including evening working where required
- Assist with the build of Santa's Grotto in December, assisting with running the event throughout December days and evenings and take down of the Grotto in January
- Ensure all Visitor Centre operational standards are maintained including carrying out cashing up and locking up in the absence of the Manager
- Complete monthly stocktakes and ensure recorded movements of stock are accurate and orders are placed in line with requirements and budgets
- Record visitor statistics and feedback and make recommendations to the Park Manager based on results
- Assist in preparation of six weekly rotas and holidays plans in line with payroll targets
- Ensure day to day activities and duties of the team are organised and planned to maximise productivity in line with business requirements



- Adopt working methods that will improve the environmental impact of visitors and activities within the Park
- Ensure departmental Health and Safety training calendar is in place and that statutory and departmental training is carried out in line with requirements
- Ensure food safety policies and procedures are maintained, communicated and recorded
- Comply with Health and Safety policies and assist the Manager with departmental risk assessments and audits where required

ROLE ATTRIBUTES

Assistant Park Manager (Maternity Cover)

Essential Key Attributes or Experience

- Experience working in retail or catering within a visitor attraction
- Ability to work well individually unsupervised as well as in a team
- Ability to display high level of organisation and attention to detail
- Ability to plan team workloads and keep to tight deadlines
- Ability to work weekends and evenings as required by the business
- Good computer skills
- Previous supervisory or management experience
- Experience with commercial stock control and purchasing within a retail environment
- Experience working in a small or medium sized catering outlet
- Full driving license

Desirable Key Attributes or Experience

- Experience with marketing of a visitor attraction or events
- Good knowledge of British countryside
- Experience with organising events
- Strong computer literacy with ability to do basic image manipulation and website updates (within a user friendly admin system)
- Good knowledge of social media use within a business
- Experience with managing retail budgets and setting of prices

Examples of Daily Tasks

- Assisting with recruitment and training of staff
- Creating and keeping staffing rotas up to date in line with budget and business requirements
- Maintaining staff training records
- Opening and operating visitor centre on a daily basis
- Ensure all areas are cleaned daily and all checklists completed



- Managing stock control with stock takes and appropriate ordering
- Welcoming visitors at the admissions desk and maximising their customer experience
- Daily cash controls, internal banking and reconciliation of tills
- Ensuring tills and online tickets are correctly programmed
- Deputising for the Park Manager during days off and holiday cover