



JOB DESCRIPTION

JOB TITLE Duty Manager

REPORTING TO Directors

KEY OBJECTIVES OF POSITION

- To ensure that all operational and health and safety protocols and procedures are followed at all times to ensure the smooth day to day operation of Wild 'n' Wacky
- To supervise, mentor and support other members of the Duty Team
- To provide first class customer service at all times

MAIN DUTIES

- To carry out key operational procedures including opening up/closing down, completion of operational (including health & safety) checklists, cashing up & cleaning schedules
- To ensure the very highest operational standards are upheld with regards to cleanliness, facilities, staff, safety and service at all times
- To work in partnership with parents ensuring that any views, recommendations or complaints are brought to the attention of the Directors and dealt with promptly and efficiently to the mutual satisfaction of the customer and company
- To serve customers at Points of Sale to include efficient handling of monetary transactions
- To carry out cleaning duties, as necessary, in conjunction with the Duty Team
- To ensure all routine tasks (e.g. signing in/out of child visitors, dealing with enquiries, fire drills, accident monitoring etc) are undertaken as necessary
- To assist with the day to day management of all members of the Duty Team ensuring that all team members perform to required standards and achieve their full potential
- To assist the catering team with food preparation, cleaning & serving duties when necessary
- To act as a Party Host for Children's Parties and Private Hire functions
- To assist with sales & marketing activities such as the promotion & administration of parties, collection of customer feedback and positively contributing to public relations efforts
- To assist the Directors with the recruitment of high quality staff and to make recommendations, where appropriate, on staffing and structure
- To carry out staff training activities as and when required
- To assist with the effective administration of staff rotas to ensure that Wild 'n' Wacky is suitably staffed at all times, including in the event of unplanned staff absences
- To work according to the shift pattern, showing flexibility to accommodate changes to shift in response to staff holidays or special events as required
- To assist with the administration of first aid
- To safeguard the welfare of the general public and staff, and to contribute to the effective implementation of the 'Health and Safety at Work' and 'Duty of Care' policies
- To conduct risk assessments on facilities and equipment as directed
- To be responsible for the maintenance of duty safes, tills and floats and to account for all monies received whilst on duty
- To assist with sourcing, instructing and monitoring external contractors working on site
- To undertake all other duties as requested which are commensurate with this role



PERSON SPECIFICATION

JOB TITLE Duty Manager

REPORTING TO Directors

In order to be considered for this position, candidates will need to meet the following requirements:

ESSENTIAL

- Minimum of two years operational experience working in a front of house leisure or retail environment
- Educated to at least GCSE (or equivalent) level
- Demonstrable leadership and motivational abilities with a strong willingness to develop supervisory/management skills
- Willing to undergo any necessary health and police checks and satisfy requirements
- Excellent organisational skills with ability to manage multiple tasks and priorities
- Ability to work as part of a team
- Pleasant, professional and articulate manner
- Confident and authoritative with ability to deal with children, parents and staff
- Flexible attitude to working requirements to meet the needs of Wild 'n' Wacky
- Genuine love of children and working with the general public

DESIRED

- Experience in an Operational Management/Supervisory level position
- Evidence of leadership/management skills with demonstrable experience of both delegating and motivating staff
- Good working knowledge of health and safety legislative requirements
- Computer literate
- First Aid qualification(s)
- Food Hygiene qualification(s)