

Action Sports Centre Manager Roles & Responsibilities

Purpose of Role:

You will be required to proactively oversee the day-to-day management and maintenance of the park facility, ensure excellent customer service is provided and Health & Safety standards are of the highest level.

You will prioritise your daily tasks and time effectively and efficiently to ensure the overall management of the facility and park are working effectively and to high standards.

You are expected to work using your own initiative as a manager and have the authority and discipline skills to work within the team you will manage. You must be able to build a team ethic and maintain a good working relationship with everyone concerned with the business. You will be required to demonstrate you have a presence of authority to ensure the public and staff/volunteers understand the overall company structure and management authority.

You are required to proactively resolve issues as and when they arise and report the outcomes to the Operations Manager (OM), Mr Nicky Brown. The OM should be informed immediately if an issue remains unresolved.

You will be expected to liaise and communicate competently with staff, volunteers, customers, senior management, and Trustees and demonstrate sound knowledge and understanding of the Company Policies and Procedures manual and the Companies' rules and regulations.

You will be required to have a flexible approach to working hours and you may be required to work early weekday and/or weekend mornings. During these times you will be responsible for the security of the building and ensuring that all staff duties have been checked and are completed to the highest standard.

You will support staff training and communicate with the OM and the Learning and Development HR Coordinator Jodie Young, regarding all company training and development.

Responsibilities:

1. Park management

- a. Before you finish your daily shift, it is your responsibility to check **ALL** the daily calendars and familiarise yourself with the following days activities so you can relay this information to the team at the staff briefing the next morning. You are advised to do this one day in advance. If you have been off shift it is your responsibility to look at these calendars on arrival on your first day back so you are aware what that day's activities are before the staff briefing.
- b. You must be able to demonstrate you have ability to assert necessary authority and discipline to successfully lead the team, setting an excellent example of conduct and if necessary, take further action in compliance with company policies and procedures.
- c. It is your responsibility to ensure the overall running and management of the park is always working efficiently, in compliance with company policies and procedures.
- d. You may be required to cover private hire on alternate weekends as part of your overall working hours, to ensure there is a full First Aided member of staff on site at all times.
- e. Ensure staff briefings are being carried out daily and all matters on the staff brief sheet are dealt with each day, particularly H&S checks, cleaning details and group bookings.
- f. Attend management meetings and ensure your actions are completed before the next meeting.
- g. Ensure the Receptionists are logging wristbands on the internal system daily and their team are aware of increasing or reducing band use throughout the day to ensure wristbands and cash reconcile with the internal system at the end of each day.

2. Cash

- a. Ensure there is sufficient change in the machine floats and change float.
- b. You will check the tills in reception and the café regularly to ensure you reduce the risk of theft or harm to the receptionist and café staff especially at peak times.
- c. You will be required to reconcile daily/weekly revenue to the following.
 - i. till receipts
 - ii. wristband allocation
 - iii. streamline
 - iv. PayPal
 - v. Stripe

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- d. You will be responsible for reconciling cash taken against vouchers submitted via the café or reception.
- e. It is your responsibility to replenish cash via email to NatWest and always replenish in advance for floats.
- f. It is your responsibility to carry out daily cash reconciliations, administrate paperwork and ensure all controls are strictly adhered to by following company systems already in place to ensure the safety of all cash and you (while cash handling) is always paramount.
- g. Bank all weekly revenue. This may have to be done more than once a week during school holidays. Anything over £10k in any one safe must be banked for insurance purposes.
- h. Ensure all controls in place to ensure policies, procedures and insurance criteria are always adhered to, at no point should controls be relaxed unless you have authority to do so from the CEO/Founder (Mandy Young MBE DL).
- i. Analyse, record, and audit cash reconciliations. Communicate with the Operations Manager (OM) and implement training/solutions to resolve ongoing discrepancies or staff difficulties with reconciling the daily cash.

Petty cash

- i. You will be responsible for ensuring there are funds in the petty cash and any purchase has an internal purchase order prior to authorising release of the funds. Any purchase over £100 must evidence 3 quotes on the purchase order.
- ii. You will be responsible for replenishing petty cash float to a maximum of £250.

3. Internal system

- a. Ensure all staff are inputting all the correct data on the system daily and it is always running effectively and efficiently.
- b. Ensure all private hire bookings and enquiries including any adjustments are communicated to the Operations Manager - Mr Nicky Brown.
- c. Diligently check daily the number of visitors and ensure no free visitors are being booked in or out without authority.
- d. Carry out daily checks on all hire equipment and ensure procedures are always adhered to as a matter of priority.

4. Customer services

- a. It is your responsibility to oversee customer service is effective, communicated, and efficient on a day-to-day basis.
- b. It is your responsibility to communicate with staff and resolve any complaints or issues that arise on a day-to-day basis.
- c. You are expected to ensure reception is visually and operationally at optimum levels at all times.

5. Stock

- a. If you are required to replenish stock, you must ensure you rotate stock, and the stock rooms must be always clean and tidy, particularly after staff use during a shift.

6. Housekeeping

- a. Oversee and audit all internal and external housekeeping procedures including car parks and all other areas.
- b. Ensure all staff have their daily housekeeping tasks at the staff briefing.

7. Administration

- a. Ensure all administration filed and is up to date.

8. Staff & work experience training/Development

- a. You will be required to identify additional training for all staff to ensure they understand policies and procedures and are confident they can carry out all duties effectively.
- b. Communicate, assist, and attend appraisals when requested by the OM.

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9. People

a. Staff, volunteers

All FREE riding and volunteer time is up to date daily by the end of each day and is consistent and being used by all riders/volunteers in accordance with the procedure.

b. Absenteeism and holidays

Record all lateness, sickness or unpaid leave during the staff briefing and record any unauthorised absence on the relevant spreadsheet. This must be given to the OM daily.

c. Disciplinary/return to work procedures

You will be expected to carry out Return to Work interviews and communicate with the OD if any further action is required.

Consult with the OM on all disciplinary measures prior to being carried out.

10. Maintenance

- i. Carry out daily ramp checks in compliance with company procedures.
- ii. Ensure you make the OM aware of any maintenance issues through the correct procedures.
- iii. Proactively prepare a weekly maintenance rota 1 week in advance for all non urgent repairs, upgrades or renewals that can be carried out by efficient staff.
- iv. You will be required to support the Payback and Youth Offending schemes who will carry out maintenance internally and externally around the facility. The OD will communicate with you when these groups are in attendance and why.
- v. It will be your responsibility to assess if an external supplier is required to carry out maintenance repairs. The OD will assess your findings and source an external supplier if necessary.

11. First aid

- a. You are required to report all RIDDOR incidents to the relevant authority and inform the OM of any serious incident immediately. You are ultimately responsible for ensuring that all hospitalised incidents are reported to RIDDOR and the necessary paperwork is complete, clear and filed accordingly. ***No other member of staff should contact the customer unless authorised by the OD.***
- b. You are required to oversee all first aid procedures are complied to and understood by all members of staff and volunteers and compulsory training is organised via the OM for staff.
- c. You are responsible for communicating with your team to identify if staff need/want additional internal training for first aid to build confidence. You must communicate training needs to the OM.

12. Diner and grind bar

- a. You may be required to delegate staff to assist with cleaning at peak times.