



JOB DESCRIPTION DEPUTY SITE MANAGER

Reports to:	Site Manager
Location:	Various across the UK
Hours of work:	Guaranteed 120 hours/4 weeks
hours/week	<p>During the open season, you will normally work 40 including up to 6 weekend days in each 4-weekly period</p> <p>This may increase up to 48 hours per week in busier months and school holiday periods</p>
Contract Type:	Fixed Term – 18 Months
Salary:	<p>London (AP, BA, TR):</p> <p>£11.15 per hour (including £1.20 per hour holiday pay based on 28 days/year)</p> <p>Earnings dependent on hours worked, in region of £18,500 to £20,000 per annum</p> <p>Plus - pension contribution, subject to auto-enrolment requirements. Accommodation is NOT provided</p> <p>All other UK Sites:</p> <p>£10.48 per hour (including £1.13 per hour holiday pay based on 28 days/year)</p> <p>Earnings dependent on hours worked, in region of £17,500 to £19,000 per annum</p> <p>Plus - pension contribution, subject to auto-enrolment requirements. Accommodation is NOT provided</p>



Overview

The Deputy Site Manager's role is to assist the Site Manager in successfully running the site and meeting targets. This may include any aspect of site operation including staff, equipment, facilities, health and safety, customer-care, administration local marketing.

Main Tasks and Responsibilities:

Health and Safety

At all times, and in accordance with company procedures and training:

- Comply with all Health and Safety policy, measures and legislation
- Ensure your own safety and those with whom you are working
- Use equipment in a safe manner as trained
- Ensure the safe operation of the course
- Maintain the security of site, cabin and equipment
- Keep risk assessments up to date
- Keep record of all site checks
- Ensure all participants complete a Disclaimer Form
- Apply first aid when necessary appropriate to your skill level
- Report and recording all accidents, significant incidents and rescues correctly
- Keep up to date with the first sight file
- Carry out periodical inspections and pre-use checks recording any findings

Personal Protective Equipment (PPE)

- Check PPE each time it is issued and returned by a customer
- Fit and remove customers PPE correctly
- Inspect and maintain site, PPE and other safety equipment, ensuring it is in good order
- Ensure site PPE is correctly serviced, reporting all faults where found
- Maintain the PPE and equipment records as required

Team Management

Assist in successfully managing the site by:

- Assisting the Site Manager in the recruitment of all staff
- Reporting performance or disciplinary issues to the site manager in line with company values and procedures.
- Manage staff effectively



Customer Service & Safety

- Assist with customer enquiries & bookings
- Welcome customers and prepare them to take part in site activities
- Ensure all participants:
 - Complete an acknowledgement / disclaimer form
 - Are fully prepared to take part in available activities
 - Comply with company rules on height, weight, age, medical conditions, etc.
 - Complete briefs in any of the available activities

- Do everything within reason to minimise customer complaints and maximise customer satisfaction

Marketing and Finance

Assist in operating a successful site, by:

- Assist in meeting sales and cost targets as agreed by the Directors
- Keep receipts of all expenses and mileage as per company procedure
- Market at site in conjunction with the team at BHQ
- Cashing up (tills) and banking as per Company procedures

Site Development

Work with other key staff to develop opportunities at site by:

- Building and maintaining good relationships with key parties: Landowners, Go Ape personnel, Altus personnel, Insurers, HSE and Environmental Health Officers and Go Ape consultants

Personal Professionalism

Read and comply with the Company Handbook

As required:

- Visit and work at other Go Ape sites
- Attend training
- Additional tasks





Additional Requirements

Prospective Deputy Site Managers will be required to attend ongoing training throughout their contract at various locations across the UK

It is an operational necessity that Deputy Managers be certified to conduct rescues (training provided)

Prospective Deputy Site Managers who, by the end of their training, fail to achieve the standard required to be certified to conduct rescues will not be retained in the role of Deputy Site Manager

COMPANY ETHOS

Our Values

- Keeping the adventure in adventure
- Encouraging 'I can't' to become 'I can'
- Always seeking to be two steps better
- Zero risk equals zero development
- To challenge, surprise and excite
- Build in customer delight
- Be socially and environmentally responsible
- Create worthwhile, rewarding jobs
- Do the right thing

Our Mission

- To be the best Adventure company on the planet (where you can be home in time for tea)

Our Vision

- "Creating adventures; encouraging everyone to live life adventurously"

If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in!

