



## DEPUTY SITE MANAGER

Reports to:	Site Manager
Location:	Various across the UK
Hours of work:	Guaranteed 120 hours/4 weeks

During the open season, you will normally work 40 hours/week including up to 6 weekend days in each 4-weekly period. This may increase up to 48 hours per week in busier months and school holiday periods

### 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.

We're passionate about giving the customer an experience to remember every visit – that's why we need hard working, friendly and adventurous people who really care about providing the best experience possible!

You'll understand that we stick to our Health and Safety rules, so if you're thinking of applying, you'll need to be over 18 so you are able to supervise all age groups.

### Why Go Ape?

We are rated 67<sup>th</sup> best company to work for in the UK by our employees, which we think speaks volumes about what a great place Go Ape is to work!

Go Ape offers physically and mentally challenging roles out in the fresh air like no other – both fun and rewarding. There's a great sense of camaraderie and connectedness within the teams and we're committed to training you to our high standards with Go Ape's in-house training programme - a mixture of online and practical development.

If you're super talented and keen to prove yourself, there's the potential for movement up the ladder over time to, Activity Manager, Site Manager – the skies the limit!

If you feel as strongly as we do about living life more adventurously and encouraging and helping others to do so, this could well be the perfect environment for you. Find out more about [Go Ape](#) and read the nitty-gritty below to see if this is the perfect match for you.

## **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 to 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:

- Assisting in meeting sales and cost targets as agreed by the directors
- Keeping receipts of all expenses and mileage as per company procedure
- Marketing 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

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

## Contract and Benefits (there's loads!)

Contract Fixed term for 18 months

Hourly Rates of Pay\*

	London	Non-London
<b>Deputy Manager</b>	£11.15	£10.65

Holiday Entitlement	28 days' holiday (pro rata) included in the hourly rates as above*. Holiday pay will be specified separately on your payslip
Flexible Working Hours	A wide range of contracted hours available, both full and part time. Weekend and bank holiday are standard working days. Hours rostered by the Site Manager
Free Go Ape!	Immediate family, plus one go free - everyone else 20% off
More Free Go Ape!	10 additional free passes for you to give to friends and family
Adventure Fund	Up to £300 available to help make an adventure a reality
Naturally Powered Days. disabilities	Sail the seas for <b>free</b> whilst assisting those with disabilities
Recruitment Referral	Recommend someone to join the Tribe and once they pass their review, you'll earn yourself a £20 voucher.
Pension Scheme	Employers contributions matched to 7%
Childcare support	Vouchers and nursery fee assistance
Discounts	Retail & Leisure discounts, inc. The North Face clothing
Give As You Earn	Do the right thing – donate to charity direct from salary whilst saving on tax and national insurance
Employee help line Work	Free confidential advice - Family, Health, Life, Money,

## 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!