

JOB DESCRIPTION – GENERAL MANAGER

If this sounds like the perfect role for you then please send your CV and Covering letter to recruitment@continuumattractions.com

PURPOSE OF THE JOB

To deliver the Attraction Business Objectives and Key Results (OKR's) of Team, Guest, Performance and Growth and support the delivery of the Group Strategic objectives

KEY ACCOUNTABILITIES

- Lead exemplary Health & Safety practices ensuring the Safety, at all times, of the team and our guests.
- Ensure outstanding levels of guest experience is delivered at all times via team engagement and brand integrity.
- Provide coaching, mentoring and support to managers and their teams, that enables the team to develop and improve their capabilities.
- Identify and use information to support and manage performance measured against job role and strategic objectives (OKR's).
- Continuously look to assess, improve, and achieve the business Objectives and Key results (OKR's).
- Define performance measures & guest enhancement.
- Line manage the Operations Manager and departments Heads of F&B, Hospitality and Marketing
- Take an active involvement in all aspects of the running of the attraction, including Duty Management cover as and when required and working one weekend in four.
- Contribute to the commercial development of the presentation of the attraction ensuring exceptional guest experiences are delivered consistently.
- Ensure the recruitment of the site team is carried out in line with Continuum recruitment procedures. Participate in team assessment activities as required.
- Ensure Crisis Communication procedure is followed when appropriate.
- Actively encourage and deal with all guest feedback in a prompt, professional and thorough manner, and implement any appropriate changes to improve the level of service offered.

- Maximise revenue to the attraction by achieving or exceeding agreed budgets for admissions, and other ancillary income.
- Monitor, review and control the use of resources to ensure expenditure is controlled within the budget throughout the year.
- Ensure all financial dealings, particularly in the ordering, selling of goods, cash handling and banking, meet the agreed standards as laid out within the Company's finance policy.
- Provide reports as and when required, detailing current performance levels and identifying where improvements can be achieved.
- Produce an Annual Operating Business Plan focussed on growing the business via capital investment, growing guest numbers and development of other commercial or guest enhancement opportunities
- Ensure that all "new" developments and business opportunities fit within the overall vision, strategy and brand values.
- Ensure all market research activities are undertaken and analysed as required;
- Develop links with local, regional and national agencies in order to influence decisions aimed to assist in bringing guests to the attraction.
- Continually review standards through means of internal and external quality auditing and report upon shortfalls in presentation.
- Facilitate and contribute towards meetings and future development opportunities of the attraction.
- Promote awareness of the offer generating growth and driving visitation.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS