



## Job Description Deputy Site Manager

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|----------------|---|
| Reports to:    | Site Manager  |
| Location:      | Various across the UK   |
| Hours of work: | Guaranteed 120 hours/4 weeks<br>As a guideline: during the open season you will normally work 40 hours/week including up to 6 weekend days in each 4 weekly period<br>This may increase up to 48 hours per week in busier months and school holiday periods |
| Contract Type: | Fixed Term – 18 Months  |
| Salary:        | £9.36 per hour (excluding £1.13 per hour holiday pay based on 28 days/year)<br>Earnings dependant on hours worked, in region of £17,500 to £19,000 per annum<br>Pension contribution, subject to auto-enrolment requirements                                |

Accommodation is NOT provided

### 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, include

#### 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 procedures
- Marketing at site in conjunction with the team at Hargrave
- 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 on going training through out 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