

Operational Support Manager Stockeld Park

We are seeking an experienced, energetic, driven and hands on Operational Support Manager to join us at our award-winning Adventure Park based on the historical Stockeld Park Estate in Yorkshire.

In this role, you will support all areas of the business with their operations and planning, dealing with a wide spectrum of tasks across the Adventure Park and wider Estate. You'll motivate and inspire our team to deliver an outstanding guest experience, whilst being fully accountable for operational standards. You will help to lead the continuous development of Stockeld Park as a quality, covid-safe destination setting for families. You will take responsibility for the management of our Health and Safety systems and ensure the maximisation of opportunities to improve business performance and customer experience.

This position will see you working alongside guests and team alike as a face-to-face manager within a well-established, exciting business and enthusiastic team.

Key areas of responsibility:

- (a) Shift Manager duties at the Adventure Park during Adventure Seasons to ensure a smooth operation.
- (b) Provide excellent customer service across the site. Assist with any customer enquiries and complaints showing an ability to remain calm under pressure, whilst dealing with conflict resolution situations. Ensuring guests service exceeds expectations through effective communication skills, understanding the needs of the guests and team alike.
- (c) Support all business areas with operations and planning, as needed.
- (d) Supporting all business areas with the preparation of recruitment, training and mentoring of the team.
- (e) At Stockeld Park, Health and safety and fire standards are key to all. You will be managing all health and safety audits, risk assessments, post action reviews, training and mentoring the team. Safe Systems of Work must be observed and followed at all times. This includes maintaining standards, as detailed in SSOW and company policy, especially wearing of uniform when needed.
- (f) Management and director interaction on health and safety and fire issues, ensuring the park and estate continues to hold a high level of standards, not only for the guests but the team.
- (g) Support inventory management across the site. Monitor and check all inventories across site and maintain master inventory database. During seasonal change overs check removal of items against inventory and note any discrepancies. Ensure items are properly stored.

- (h) Lead on development of Business Continuity Plans, including leading management workshops on business resilience and continuity.
- (i) Manage vehicle fleets across the site, ensuring the day-to-day upkeep and maintenance is adhered to.
- (j) Lead on review of infrastructure requirements for site.
- (k) Support projects by drawing-up risk and health & safety assessments with respect to project implementation and work with Outdoor and Site Managers to ensure proper execution and adherence.
- (l) Work with security contractors to manage the security of site.
- (m) Due to the nature of the Estate and Park, a wide and varied outlook towards first aid is required. Sadly, accidents do happen and need to be managed in the best way for all involved. A good knowledge of first aid is therefore required.
- (o) Managing and monitor Park and Estate contractors, seeing that they are inducted, trained, and managed whilst on the premises, and ensuring best value for money.

The successful candidate will be selected not only on their application but on a skills-based assessment prior to starting with Stockeld Park.

Required:

- Health and Safety qualification, IOSH, managing risk (minimum).
- First Aid at work (3 Day) inclusive of AED and Paediatric (minimum).
- High level of IT skills, working with windows 10, office 365 and numerous databases.
- Great communicator both verbally and written.
- Able to work to deadlines and in a timely fashion.
- Training / Teaching background is desirable.
- Being able to work alone (in accordance with Stockeld Park lone worker policy) and thinking on your feet as situations present themselves, but also efficient within a team.
- A willing, can-do and flexible approach to the job in hand and achieving what is best for the guest and team.
- A full UK driving licence.
- FLT or Long reach JCB (desirable).

To apply for this role, please send a covering letter and your CV to operations@stockeldpark.co.uk

