



Job Description / Specification

POST: Operations Manager

REPORT TO: Chief Executive Officer

SALARY: £33,000 - £40,0000

GOAL – LEAD INNOVATION AND DRIVE A PASSIONATE TEAM

INTRODUCTION

Colin Glen Forest Park is a premier visitor attraction in Belfast, dedicated to protecting and enhancing our natural environment while offering innovative leisure activities. As a charity and social enterprise, we provide employment and training opportunities for over 50 staff members.

Having successfully built and operated a number of innovative attractions including Ireland's first Alpine Coaster; Ireland's longest zip line and the first 5KM Blue Grade Mountain Bike Trail in the Belfast Hills to complement a range of other exciting products such as low and high ropes courses, climbing walls, kayaking, raft building, laser tag and archery. But we will not stop there. We have a vision for future growth and expansion and the postholder must share and contribute to that growth.

This successful postholder will have the skills to establish, lead, inspire, develop and support a team of staff. You will provide leadership within a fast-moving environment where performance and first-class customer service will be the focus in driving a culture of continuous improvement and development.

LOCATION

The successful candidate should expect to be based at Colin Glen Trust, 163 Stewartstown Road, Belfast, BT17 0HW however you will be expected to work at any other locations deemed necessary.

MAIN DUTIES AND RESPONSIBILITIES: -

Reporting to the Chief Executive, the post holder will be responsible for: -

Products

- Colin Glen has a wide and varied range of services. One of your primary tasks is to familiarise yourself with these services and provide an assessment of what we should and could be currently offering as well as improving the efficiency of how we currently operate.
- You will be responsible for ensuring all our services are operated safely and efficiently and that the staff provide an excellent experience to our growing number of customers.
- Everything you do will be done to drive the business forward. You will work closely with the sales and marketing team to ensure that our full potential is being met all year round.
- You will be involved in packaging up all the facilities and activities and ensuring that the different elements can be seamlessly delivered.
- One of our primary assets is the Forest Park and it will be your responsibility to ensure that this free and widely used facility is enjoyed by all, especially those who come to avail of the Gruffalo Trail and those who just wish to enjoy the environment.
- You will ensure that by maintaining open and regular communication with local organisations such as Belfast Hills that the protection and enhancement of the environment remains a clear priority for Colin Glen Trust.
- Our attractions are extremely popular, and it will be your job to ensure that all our existing services and facilities are ready to benefit from increasing numbers of visitors.
- Even though we are now building world class attractions in Colin Glen we intend to continue to grow and expand the offering. You will be expected to keep Colin Glen ahead of the competition through the introduction of innovative new attractions, services and facilities.
- **Strategic Collaboration**
Synergy with Marketing: Foster a strong, collaborative relationship with the sales and marketing team to ensure seamless alignment between operational capabilities and marketing initiative.
Integrated Goal Achievement: Work closely with the marketing department to develop and implement strategies that maximize visitor numbers, enhance customer experience, and drive business growth throughout the year

Customer Service

- As part of our funding requirement, Colin Glen will be required to provide statistics on, amongst other things, visitor numbers. Your role will be to keep accurate records of the number of visitors that we have at each of the attractions.
- As part of the senior management team, you will be instrumental in ensuring that we always deliver customer excellence.
- There will inevitably be comments and complaints, and it will be your role to collate and record them as well as respond and make improvements where necessary.

- It is the role of others to ensure that visitors come to our site, but it will be your role to ensure that they come back as repeat bookers.
- You will work closely with the sales and marketing team to ensure that you share in the collective responsibility of growing visitor numbers in a manageable and sustainable way.
- You may be required to undertake some social media activity to help generate the excitement around the new attractions but also to show the diversity of products and services which we have on offer and to highlight examples of satisfied customers.
- It will be your role and that of your team to ensure that all visitors' expectations are met and exceeded.

Logistics

- We operate a multisite facility across at least two locations over a large area consisting of 240 acres of important green space offering over 20 various activities.
- You will be responsible for the planning and allocation of staff and resources to ensure that the delivery of our services is smooth, safe and professional.
- You will ensure that our equipment is in the right place at the right time and in good working order.
- You will manage the transport of all resources to and from where it needs to be in a timely and efficient and safe manner.
- You will ensure that once finished with, the equipment will be accurately accounted for and stored securely.
- You will ensure that any defects are recorded and repaired so as not to have an impact on Health & Safety as well as on future bookings.
- You will be responsible for the security of the site both during and outside normal operating hours by working with local community organisations as well as other statutory bodies.
- You will be aware of all bookings as they are made, some of which will be at short notice, and you will ensure that we can deliver all bookings in a professional way.

Staff

- Colin Glen is an expanding business and as such we will expect you to assess the current and future needs of the organisation.
- You will then work with HR staff to conduct timely recruitment of appropriately qualified people for the current operation and the new attractions that will be opening within the current financial year.
- You will be responsible for organising the appropriate training of new and existing staff, especially on the new attractions and keeping accurate records for each staff member.
- You will be responsible for only using the appropriate staff at the appropriate activity.
- Staff must be highly motivated by your leadership and communication with them.
- You will instil a high sense of pride and professionalism within your team, which will be reflected by them in their appearance and attitude and deal with any shortcomings so as Colin Glen becomes synonymous with Excellent Customer Service and being an Excellent Employer.

- You will regularly review performance against plans and targets with all staff and engage in building a positive employment culture, where staff are part of the continuous growth and success of Colin Glen.
- Through careful and thoughtful management of the rota you will create a true sense of belonging to a team motivated to carry out the many tasks in a variety of locations throughout the Forest Park and beyond.

Budgets

- You will operate strict control over this budget once approved and ensure that any overspend, or underspend is reported to the CEO in a timely manner.
- You will appreciate that you and your team are at the forefront of driving the business and as such you will be expected to achieve certain targets, which will be monitored and reviewed on a regular basis.
- You will be driven by being efficient and ensuring that we operate the facilities with no wastage.
- You will ensure accurate stock control at all times and report on current stock levels monthly.
- You will along with all other managers deliver a monthly report against the approved budget.
- As a Charity Colin Glen Trust has strict financial procedures, which must be adhered to. You will be expected to be familiar with these and ensure that your team always adhere to them.
- Maintain wage percentages within the agreed-upon budget, adjusting staffing levels and hours as necessary to meet operational needs while achieving financial targets.
- Provide regular reports on wage percentages and their impact on overall financial performance to the CEO and Board of Directors.
- Identify and implement cost-saving measures across operations without compromising service quality or safety standards.

Health & Safety

- Most of the current activities have been subject to meticulous risk assessments. Your role will be to review these and revise the activities accordingly as well as prepare for the new attractions by way of risk assessment. This task will also entail accurate records and revisions of the assessments and coordination with our insurance broker.
- It is imperative that all incidents and accidents, as well as near misses, are recorded with full witness and staff statements taken and compiled into a thorough report, which is presented to the CEO, The Board and the Insurance Company.
- Most or all our equipment requires regular inspection and sign off. You will be responsible for ensuring these inspections are carried out in a timely and accurate means and that any remedial action required is taken urgently with a record kept of all inspections as well as any steps taken to make good.
- You will be responsible for working with the manufacturer/main contractor for any of the facilities during their contracted maintenance or defect period, ensuring that their procedures are followed, and any issues are reported in writing to the manufacturer and its clients.

- You will organise an inspection schedule based on industry recognised and manufacturers standards. Some resources will require a daily inspection, others annual and some a mix. You will familiarise yourself with this schedule and ensure that it is followed and recorded. This schedule will include any buildings, equipment and the forest park.
- You will be responsible for the training of all personnel to ensure that they are best equipped to operate the equipment and always maintain the safety of our customers and park users.

Policy

- Colin Glen already has an existing Health and Safety Policy, but you will be responsible for its revision based on current and future activities.
- You will develop a communication plan including a revision of the current incident management plan, ensuring that it is implemented and kept relevant.
- You will develop a maximum capacity policy and instructions for controlling excessive numbers within the forest park.
- You will be expected to work with local organisations to develop an ASB policy and through positive means engage with local people to create a stewardship of the Forest Park.
- Working in conjunction with Belfast Hills Partnership you will develop an environmental management plan and deal with any environmental matters to protect our most treasured asset; The Forest Park.

Criteria:

The ideal candidate will have:

- A third level qualification in Logistics, Resource, Facilities, Leisure, Hospitality or Estate Management. Candidates with relevant degrees or equivalent experience will be considered.
- Or we would require significant experience (minimum 3 years additional to below) in a similar or relevant role.
- A minimum of 3 years' experience (with above degree or 6 years without degree) in a managerial role within a complex operation where you can demonstrate responsibility for a variety of resources, logistics or operations.
- Excellent Communication skills with the ability to motivate, lead by example and resolve problems quickly and efficiently.
- A proven track record of being responsible for Health & Safety of staff and/or public.
- Demonstrable experience in being responsible for the successful delivery of a range of services to customers.
- Experience in or knowledge of the outdoor/leisure/tourism/adventure sector.
- Strong leadership and excellent people management skills with experience in recruitment and selection.
- Strong organisational, planning and time management skills.
- Strong numeracy, literacy and IT skills with experience in writing and presenting reports.

- Strong customer facing experience.
- Demonstrable experience of leading and driving efficiencies.
- Well organised, team player and effective manager with an ability to integrate into a management team
- Demonstrable experience in budget preparation and management.
- The ability to demonstrate innovative planning and delivery.
- Superb time management.
- A full UK driving license and access to a car for work purposes.

This job description may be subject to change.

Please Note:- Only those applicants, who appear, from the information available, to be most suitable in terms of relevant experience and ability, will be invited to interview. It is therefore essential that you fully describe how you meet the experience and qualities sought.

How to apply – send your cover letter and CV to sharon@colinglen.org

APPOINTMENT

- The post is subject to a six-month probation period which may be extended.
- The above post will be filled on a permanent basis.
- There will be an annual leave allowance of 20 days as well as statutory days.
- The normal working week for the full-time position will be 40 hours per week with an unpaid lunchbreak of ½ hour per day.
- Appointees might be required to work variable hours, which will include evenings, weekends and public holidays. Depending on the business needs.

NOTICE

Three months' in writing from either the employee or the employer unless in exceptional circumstances where the decision will be taken by the Board of Directors.

GENERAL INFORMATION

Colin Glen Trust are committed to equality of opportunity in employment and welcome applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether they have dependents. All applications for employment will be considered based on merit.

THIS MEMORANDUM SHOULD NOT BE TAKEN AS CONSTITUTING CONDITIONS OF EMPLOYMENT