

## **Vandeleur Walled Garden Visitor Experience Title of Post – Operations Manager – Full Time**

### **Job Description**

*February 2023*

This Job Description details the day to day established activities of the Operations Manager.

### **Reports to: Head of Operations**

### **Main Tasks, Duties and Responsibilities**

- Manage visitor numbers and incoming bookings, amendments, and cancellations through the online booking system.
- Operational management of the Vandeleur Walled Garden Visitor Experience including open & close responsibility.
- Supervision, active management, and performance management of operational staff.
- Management of CSP – Pobal Scheme and ensure compliance with CPS manual.
- File VAT/P30 returns and liaise with accountant to ensure accounts/financials are up to date.
- Work closely with Duty Supervisor to ensure calendar of events is prepared and scheduled for the year.
- Recording of Employee records, daily checking anomalies, updating records, ensuring all documentation is completed and uploaded.
- Preparation of fortnightly rosters and arranging additional cover as required.
- Take responsibility for cash reconciliation including banking on a periodic basis which will include coin/safe administration and cash when required.
- Be knowledgeable about local events, amenities, and tourist attractions in the County and to promote these accordingly.
- Liaison with suppliers/contractors on an operational basis.
- To ensure stock supplies (Brochures, Tickets, Stationery, etc) are sufficient in all areas of the site and to ensure all purchases are procured in line with procurement guidelines.
- Management of health and safety on site for both staff and visitors.
- Monitor data management procedures and compliance with GDPR within the company.
- Act as Freedom of Information officer for the organisation
- Crisis Management including but not limited to: Evacuation; Hazardous weather; First Aid incidents; theft, burglary, pick pocketing, assault, or dangerous behaviour.
- Line management responsibility for designated employees.
- Induction of new employees.
- Compliance with all appropriate HACCP regulations.
- Overall service delivery, ensuring that a first-class visitor experience is delivered to all, actively managing staff to ensure highest standards are met.

- Ensure that daily checks and recording are completed including DM log, carpark, coin supply, the Vandeleur Walled Garden exhibition, the ledge, cleaning & litter (including public toilets), WWTP and other critical systems.
- Ensure that weekly/monthly – maintenance, purchasing, payroll, deliveries, supplier checks, system logs, and all other agreed metrics and checks are as required by the operation.
- Monitor, operate and troubleshoot business critical systems as required including Ticket admission system; Exhibition systems; PC Network and Internet connections, safety & security systems including Building Management System and all other systems as required.
- Complete grant application forms from any capital and revenue sources in order to constantly improve the visitor experience.

### **Main Tasks, Duties & Responsibilities (continued)**

- Ensure compliance with all company procedures including cash handling and sign off procedures.
- Follow all Health and Safety regulation as per Health & Safety Statement.
- Assist with Health and Safety precautions for visitors as per Health & Safety Statement.
- Provide excellent customer service to all customers internal and external of Vandeleur Walled Garden.
- Deal with vendors for all systems as required.
- Maintain/Record daily event log and act as main point of escalation for any employee, tenant, supplier or visitor issues that may arise.
- In conjunction with the Head of Operations, deal with any capacity management issue including but not limited to closure of the main car park, management of minibus/Coach parking and visitor management on site.
- Project management as assigned by your manager i.e. Health & Safety.
- Any other duties as assigned by management.

### **Requirements/Essential Skills and Attributes**

- Proven track record in supervisory & leadership skills in operations with at least 3 years management experience.
- Flexibility and a strong problem solving approach to issues.
- Ability to demonstrate a high level of teamwork & motivation skills.
- Excellent customer services skills.
- Proven organisational skills & experience in multi-tasking.
- High level of numeracy with strong cash handling experience.
- Ability to demonstrate a strong mechanical knowledge of visitor centre operation and maintenance.
- PC literate and good keyboard skills and Microsoft Office proficient.

### **Desirable Experience**

- Proven track record in supervisory & leadership skills in operations.
- Experience in tourism services or visitor attraction.
- Project management experience.
- Familiarity with Ticket Network admission system would be an advantage.

### **Additional Information**

- Applicants should have a full, clean driving licence.
- The duties will primarily be performed onsite at Vandeleur Walled Garden, Killimer Road, Kilrush, Co. Clare, or any other place of business as designated by Management, during operating hours of the centre. Occasional work off site may be required.
- The post will be operational on seven days a week basis according to a fortnightly published roster in advance with extended hours at certain times according to seasonal business requirements. Minimum requirement will be 5 day per week roster. Hours of operation will vary seasonally.