

## JOB DESCRIPTION – OPERATIONS MANAGER

To apply please send your cv and cover letter to  
[recruitment@continuumattractions.com](mailto:recruitment@continuumattractions.com)

### PURPOSE OF THE JOB

This is a key role to delivering a guest journey ensuring the highest standards of guest experience are always maintained across the site with the primary aim focused on operational delivery and development. This role also has responsibility for the Operational and Commercial delivery of the Attraction.

### KEY ACCOUNTABILITIES

- Lead the Established team of Operations Duty Managers with clear objectives and personal development blueprints.
- Deliver the Business objectives of Team, Guest, Performance and ESG
- Deputise for the General Manager in their absence
- Undertake regular 1-2-1's with direct reports
- Duty Manage in line with operational requirements
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable through positive reviews, encouraging guests to leave feedback on social media
- Be responsible for ensuring that the tours run smoothly in both peak and off-peak periods by planning tour schedules and guide allocations
- Continually seek to develop the tours in line with The Real Mary King's Close brand
- Ensure Operations Duty Managers and Storytelling team recruitment and training is in line with business requirements
- Ensure the company Financial Procedures are adhered to
- Monitor, review and control the use of resources to ensure expenditure is controlled within the annual financial budget
- Ensure all relevant new team members are trained in line with Company process.
- Oversee the working rotas for the Operations Duty Managers and support Storytelling team scheduling to ensure operational efficiency including the management of team absence following company process

- Maximise all revenue streams through skilled use of sales, promotion and marketing in line with the business plan
  - Manage the operational delivery of any Events to ensure optimal commercial return
  - Ensure that the attraction complies with the Group Health and Safety Policy and arrangements
  - Ensure monthly Health and Safety audits are completed and analyse.
  - Ensure the attraction is maintained to the highest standard and take pride and accountability in the appearance of the Attraction
  - Attend all training sessions and team meetings as required.
  - Ensure that all policies and procedures are adhered to
  - Identify any suggestions for improvement to enhance the guest experience within the attraction
  - Take responsibility for the security of the attraction through key holder duties
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- 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

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