



## Assistant Manager (Operations)

### **About Jump 360:**

Jump 360 is the North East's Premier provider of Indoor Trampoline Parks. We take unused warehouses and transform them into exciting and exhilarating leisure centres for all the family.

### **Job Description:**

As an assistant manager you will support the general manager on the day-to-day business operations, dealing with over 30 staff and members of the general public. As part of the management team you will handle the security, customer service and any management concerns of the organisation, whilst overseeing the maintenance and overall safety procedures on the premises. As the Operations manager you will focus more of your time to take responsibility for health and safety onsite, repairs and maintenance schedules as well as operational paperwork and procedures. Our management team has a very 'hands on' approach and will help out in various departments in the business when necessary. Managers are required to be able to work school holidays and most weekends.

### **Tasks:**

Your responsibilities will include:

- Opening and closing the facility
- Recruit, induct, train, manage and develop staff (and discipline when necessary), especially in regards to health and safety.
- Ensuring all cleaning tasks, safety checks, repairs and maintenance work is completed and documented
- To ensure all company procedures (including first aid) are adhered to, including monitoring first aid logs and RIDDOR reporting)
- Assisting with staff Rota and cashing up tills at the end of the day
- Monitor staff performance in various departments and provide performance related reviews and appraisals to all members of staff
- Ensure all health and safety standards, first aid and operating procedures are adhered to on site (to both legal and industry standards)
- Monitoring first aid stock levels and ordering when necessary

### **Skills Needed:**

- Knowledge of Health and safety regulations / procedures as well as first aid.
- Administration
- Leadership and Team management
- Good communication, interpersonal & customer service skills at all levels
- Knowledge or experience in leisure operational management
- Problem Solving, Time Management & Decision Making
- Cash handling and operational / safety knowledge

### **Experience:**

Work experience within business, management or administration within the leisure industry is helpful. Experience in operational management within the leisure industry would be ideal. Any first aid / health & safety or food hygiene qualifications would also be advantageous (but not essential).