



Ropes Course Site Manager

Job Information Pack November 2018

Many thanks for showing an interest in the Site Manager position that we are currently recruiting for to run our high ropes course at Loch Lomond Shores in Balloch. This pack will hopefully be of use in helping you to decide if we are right for you and you are right for us. If you would like an informal chat about the position or the company then please call 0333 6006008 and ask to speak to Mike or Brenda.

TreeZone is the name of the two high ropes adventure parks operated by Wee Westie Ltd, trading as 'In Your Element', an award-winning multi-activity adventure business with bases throughout Scotland.

Applications:

A CV with accompanying covering letter (outlining why you would be a great addition to the IYE management team) should be e-mailed to mike@iye.scot by 5.00pm on Friday 23rd November.

Interviews:

Interviews will be held on site at TreeZone Loch Lomond (postcode G83 8QL) on Tuesday 4th December.

Start date:

Start date is negotiable, but would ideally be around 19th January 2019.



Person Spec: TreeZone Site Manager

Key Competencies Required:

- a) A team player
- b) Cheerful, outgoing personality
- c) Enthusiastic about what we do
- d) Excellent customer service skills
- e) Excellent communication skills
- f) Good I.T. skills
- g) Great organisational and planning skills
- h) Calm & supportive - not easily angered or stressed
- i) Flexible and willing attitude
- j) Good problem solver
- k) Attention to detail in regards to H&S record keeping
- l) Commercial awareness

Candidate Experience:

Essential experience/skills:

- Previous experience of leading a team (any industry)
- Evidence of working successfully with health and safety systems, procedures and paperwork.

Desirable experience/skills:

- Qualified PPE inspector
- Range of ERCA qualifications
- Multi-activity NGB qualifications
- Experience of running a business



Job Description: TreeZone Site Manager

Reports to: Mike Dunthorne, Director of Wee Westie Ltd

Key Responsibilities:

- 1) Implement, and regularly review, policies and procedures to ensure the health and safety of all staff, customers and third parties on site.
- 2) Selecting, training, motivating and managing all site staff
- 3) Matching staff levels to demand patterns across the year
- 4) Ensure the site is consistently delivering five star customer service
- 5) Assist the Directors to maximise profitability by increasing sales and by controlling costs

Other Responsibilities:

- 1) Maintain 5 Star VisitScotland QA grading
- 2) Ensure the safe operation of the course. This includes ensuring adequate rescue and first aid cover at all times course is open.
- 3) Maintain the security of site, building and equipment
- 4) Ensure details of all accidents, significant incidents and rescues are recorded and reported
- 5) Ensure daily site-opening and site-closing checks are completed and any findings recorded

- 6) Ensure all PPE and other safety equipment is kept in excellent working order and all equipment checks are logged
- 7) Ensure all cash, cheque and credit card payments are completed according to company procedures and that cash is banked regularly as per guidelines
- 8) Ensure all course participants complete an acknowledgement/disclaimer form and comply with company rules on height, weight, age, medical conditions etc.
- 9) Ensure site structures, paths, fencing etc are kept in good condition and the site is kept clear of litter
- 10) Take responsibility for local marketing and PR e.g. build links with fellow tourism operators, regular social media posts
- 11) Maintain good working relationships with landlord and neighbouring businesses/organisations
- 12) Help deliver other activity sessions for which you may be qualified/trained e.g. archery, canoeing.
- 13) Any other tasks as reasonably required

Key Contract Terms:

- Full time permanent post
- Pay range is £21k to £24.5k per annum depending on qualifications and experience
- Company pension
- Support for on-going training and development
- 30 days annual holiday entitlement pro rata, inclusive of public holidays. Some annual leave restrictions apply during school holidays.
- Averaging 40 hrs per week
- Frequent weekend working
- Occasional evening sessions
- The role will be based at our high ropes adventure park at Loch Lomond Shores, Balloch, G83 8QL but some time will be spent at our Aviemore site for staff training etc. On an ongoing basis you may be required to attend occasional management meetings near Inverness.

Please note that there is potential (for an exceptional and ambitious candidate) to widen this job role to oversee the company's multi-activity operation at Loch Lomond as well as the high ropes course. This would also widen the salary scope of the job.



Our Mission:

To Deliver Amazing Outdoor Experiences

Our Core Values:

At all times, we strive to-

'Wow' our
customers

Look after the
beautiful places
we operate in

Be **passionate**
about what we
do

Be Adventurous,
Creative and
Open-minded

Communicate
openly and
provide feedback

Respect our
colleagues and treat
them **equally**

Build a team that
is **supportive**,
professional and
HAS FUN!