



WE PLAY

WE ENGAGE

WE'RE ALL IN



PARK MANAGER

The Park Manager is responsible for the overall success of the Park, from a financial, compliance and experience perspective. The Park Manager acts as a Business owner, reviewing and controlling the overall performance of the park. Reports directly to the Group Operations Director.

PURPOSE AND OVERALL RESPONSIBILITY

To ensure the Park delivers Oxygen's Brilliant Basics and Moments that Matter by maintaining great standards of Park appearance & customer service, industry leading Park activities & exceptional engagement in a clean, safe and secure environment.

- Line management of the Hospitality Manager & the Experience Manager.
- Drive & Review the parks financial performance, providing analysis of any variances versus budget.
- Set and maintain exemplary standards of customer service – to make sure all our customers achieve the best possible experience in a leisure destination.
- The recruitment, management, training and development of staff within the sites.
- Creating an overarching culture of cost control and purchasing efficiencies within the site relating to site EBITDA and profit margins.
- Ensuring HR & H&S compliance requirements are met within the site.
- Driving the Brand Standards compliance & Brand Scorecard successes through associated KPI's.
- Liaise with the Marketing & Financial support teams to contribute towards the development of the Park and the business as a whole & drive overall Revenue.

DAY BY DAY FOCUS

1. Guest experience.
2. Team engagement.
3. Product quality, presentation and availability.
4. Ensure brilliant basics of safety, cleaning and product and area presentation.

MODELLING BEHAVIOURS

Outgoing positive personality
Excellent organisational skills
Excellent verbal and written communication skills
Excellent customer service and people skills
Honest and open
Reliable, committed and flexible
Leader, coach and motivator
Hands-on, proactive style
Embed a culture where people enjoy work and have fun
Team player
Solution finder
Brand Ambassador

KEY RESULTS FOCUS

EBITDA and Margin performance
H&S & Food Safety audit scores
NPS & Social media measures
Labour & stock margin control
Brand scorecard performance
Yield & SPJ margin control
Labour %
Spend per Jumper
Jumper Growth
Revenue Growth

QUALIFICATIONS AND SKILLS

Minimum 5 years experience in a leadership role.
IOSH Qualification (desired)