



**Job Title:** Rides Operations Manager

**Location:** Oakwood Theme Park

**Contract Type:** Full Time Permanent Position

**Salary:** Circa £22,000.00 per anum

### **Job Description**

This is an exciting opportunity for an experienced leader to join the park management team at Oakwood Theme Park - Wales' Biggest Family Adventure located in Pembrokeshire, West Wales. With over 35 rides and attractions spread over 90 acres of spectacular countryside, we have something to offer the whole family.

This is a full time position where the hours of work are predominately day based, with some evening work required to cater for our late night openings. Regular weekend, school holiday and bank holiday working are a requirement of the job.

You will ensure the day to day safe operation of the park rides and attractions ensuring all guests are served by a motivated well presented and well trained team with a high level of customer service.

### **Duties/ Responsibilities**

Reporting to the Deputy General Manager your primary responsibilities would include;

- To manage the day to day operation of the rides departments , ensuring compliance with health and safety regulations
- To lead and manage your team, motivating, measuring and reviewing performance to support adherence to safety and customer service standards
- To ensure that all rides health and safety regulations are understood and adhered to
- To ensure all training delivered with the department is to the highest of standards and is planned to meet operational requirements
- To ensure guests receive excellent customer service at all times from the rides team by being approachable, friendly, knowledgeable and well mannered
- To ensure appropriate staffing of rides and attractions in line with budgets, forecasts and staffing plans
- To act as park manager on a rota'd basis
- To be an integral member of the winter works team assisting the ride maintenance, facilities upkeep and groundworks under guidance and supervision of respective department managers.

## **Key Skills**

### **Required**

- 3+ years of people management experience
- Experience of managing and leading a large team, adhering to health and safety regulations in a customer-orientated environment
- Excellent written and verbal communication skills and professional telephone manner
- Knowledge of relevant health and safety regulations and best practises
- Detail orientated with strong organisational skills
- Good presentation skills in a group situation
- Approachable, friendly and friendly with a positive outlook.
- Ability to remain calm under pressure and make informed decisions

### **Desirable**

- Experience in rota planning
- Ability to manage crowds and public safety
- Flexible in order to cope with the varied demands of the work and the constant need to respond to evolving circumstances
- Hold an IOSH Managing Safely Qualification

## **Why work for us**

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork

- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

### **How to Apply**

If interested, please apply using your CV & covering letter via our indeed page

[https://www.indeedjobs.com/aspro-](https://www.indeedjobs.com/aspro-uk/)

[uk/hl/en\\_GB?cpref=JXWAtnzf3XW5aRnY2g\\_zom2bgyBz8ZTNtzUk-5Jfp-g](https://www.indeedjobs.com/aspro-uk/hl/en_GB?cpref=JXWAtnzf3XW5aRnY2g_zom2bgyBz8ZTNtzUk-5Jfp-g) . Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

### **Equal Opportunities**

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.