



Duty Manager, Gravity Force- St Albans

About Gravity Force

Gravity Force opened its doors in Camberley, Surrey in June 2014 as one of the UK's first fully featured trampoline parks transforming what was once an industrial warehouse into a trampoline filled play area for participants of all ages.

The idea remains simple. Bring people together, get active, get fit and have a ton of fun while doing so. Whether you're flying across main court, diving into our giant foam pit, playing an intense game of dodgeball warfare, breaking new ground in one of our fitness classes or competing with your friends to see who can land the smoothest dunk – Gravity Force can be enjoyed by everyone.

As well as Camberley Gravity Force we now also have trampoline parks in Sunderland and Basildon with St Albans being the newest park to add to the Gravity Force family and we aren't going to stop there!! Each of the parks has its own management structure supported by a team at Gravity Force's head office which provides expertise in marketing, finance, business planning, human resources and other core business functions.

Purpose

The Duty Manager is responsible for the safe and smooth operation of the park during their allocated shift.

Role details

The Duty Manager is accountable to the Assistant Manager/Front of House Manager supporting them in all areas of the business and the successful candidate will be expected to work unsociable hours and weekend hours as necessary to carry out the responsibilities of the role.

Responsibilities

- To carry out all of the checks in the "Duty Manager Checklist" when undertaking their shift – whether opening or closing the park or throughout the day.
- To ensure the delivery of all health and safety requirements as appropriate for the role.
- To brief everyone at the start of the day on their role and ensure all other opening checks have been completed.
- To be 'on the floor' throughout the shift to oversee operations of the park.
- To make sure that the park is secure when closing and that all other closing checks are completed.
- To play an active and engaged role in the Management Team at Camberley.
- To ensure the presentation of the park is of an exceptional standard at all times.
- To adopt a can-do attitude to ensure that guests have the best time possible.
- To project a competent and knowledgeable image and resolve complaints professionally.



- To assist the senior management team with the assigning of shifts
- To assist with reordering stock and assessment of stock levels
- To carry out monthly stock taking
- To ensure all First Aid situations are handled with speed, care and diligence.
- To ensure all company policies are understood and adhered to.
- To set the example by understanding and, where appropriate, upselling all of Gravity Force's session and products.
- Cashing Up during or after a shift.
- Liaising with external suppliers & bookings depts.
- To ensure all departments are running cost effectively & contain costs
- To record all staff absences/timekeeping/standards
- To communicate with the incoming Duty Manager

Person Specification

The successful candidate will be:

- Diligent in ensuring all checks are undertaken.
- Experienced in providing an exceptional customer experience.
- A great communicator who is positive and professional with a can-do attitude.
- A natural leader and manager who can really get the most out of their team.
- Able to keep a cool head under pressure and think on their feet.
- Knowledgeable and experienced in ensuring health and safety at all times.
- Experienced in a high-pressure face-to-face customer service role.