

## Job description

**Job title:** Deputy Centre Manager (Folly Farm)

**Team:** Folly Farm Centre

**Working base:** Folly Farm Centre, Stowey Bristol, BS39 4DW

**Responsible to:** Folly Farm Centre Manager

**Responsible for:** In absence of Centre Manager to be responsible for all staff, delegate to ensure smooth running of operation.

### Overall purpose of job

To assist the Centre Manager in the delivery of excellent customer service, operating and managing events, guest liaison, administration services, and sales enquiry responses, enabling continued progression of FFC as a business that supports the charitable objectives of Avon Wildlife Trust.

Overall responsibility of the site in absence of the Centre Manager.

### Main responsibilities

- Provide a welcoming approach to all visitors to the Centre
- Be highly organised in the planning and hands on in the delivery of our events, exceeding guest expectations. Set and adhere to an impeccable set of standards
- Be aware of future business levels to allow proactive planning for staffing, security, scheduling and rota's.
- Maintain a safe and secure environment and follow all legislative requirements. Play an active role in keeping these records up to date and communicated to the team.
- Communicate information to other departments and work with colleagues to ensure good team work and a consistent high standard throughout.
- Conduct show rounds, creating the conditions for successful sales conversion
- Ensure incoming enquiries are well handled and bookings secured
- Support the Centre Manager in the management and development of staff
- Consistent and accurate administration of events including prompt invoicing, accurate recording of monetary transactions and effective monitoring and control of costs
- Adopt a flexible and supportive personal style which will be essential to the smooth running of the Centre

# Job specification

## Management and Supervision

- Will guide and direct colleagues and contractors achieve high levels of customer service/guest satisfaction.

## Accountability and Resources

- Responsible for controlling costs, achieving agreed sales targets and supporting the Centre Manager. Adhere to the sustainable practices being operated at FFC, and suggest additional measures / improvements as appropriate.

## Job Impact

- The role is key to the continued success of the business, and the post holder should be aware of their performance, their personal presentation and hygiene, and individual competence when carrying out the various tasks associated with the role.

## Independence and Judgement

- This role requires regular decision making usually within established guidelines however, the postholder will need to regularly use their initiative to solve problems and make sound decisions. The post holder will be expected to undertake regular reviews of standards of customer service, identifying and implementing appropriate and relevant improvements

## People and Contacts

- A high standard of professional conduct is required at all times. Communication internally and externally is a major part of the job. The post holder will be a key contact point for a range of relationships. The postholder will need to develop effective relationships with clients and contractors and be adept at providing workable solutions to client requirements where they may differ from the norm.

## Creativity and Innovation

- The operational aspects of FFC dictate that customers' needs are prioritised and the post holder may be called upon to provide innovative solutions to problems. At all times the needs of and impact on, other guests should be taken into consideration, as should general aspects of health and safety.

## Working conditions

- This post requires a high level of flexibility in relation to business needs. This includes evening and weekend working as required to provide front of house services, cover for events and visits and in deputising for others

## Person specification

### **E = essential criteria. D = desirable criteria**

Please note - we have robust safeguarding procedures in place. This post is subject to a successful enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

### Experience

- At least one years' experience in a management role relevant to this centre e.g conference centre, hotel or wedding venue (essential)
- Experience of handling customer enquiries (essential)
- Experience of working in a wedding/function environment (essential)
- Ability to work under pressure and self-motivated individual (essential)
- Bar and Stock experience (essential)
- Experience with hotel/hospitality booking systems (preferred)
- Positive, energetic, hands on approach and flexibility (essential)
- Experience of fire safety management (desirable)

### Competence, knowledge and skills

- Highly developed interpersonal and team working skills (essential)
- Good standard of numeracy and literacy (essential)
- Good levels of communication skills, both written and oral (essential)
- Good IT skills including knowledge of hotel booking/event system (essential)
- Good organisational skills with an ability to prioritise and remain calm and reliable under pressure (essential)
- Well-developed project management skills (desirable)
- Hands on event delivery with excellent guest care
- Driving Licence (essential)

### Personal qualities

- Well-presented and professional at all times (essential)
- Acts as a role model to all Centre staff in offering excellent customer service and a positive, hardworking approach (essential)
- Quality focussed with excellent attention to detail so that all events are delivered to a very high standard (essential)
- Proactive approach to driving sales and maximising revenue (essential)
- Flexible 'can do' attitude with a willingness to contribute as a key member of a dedicated team (essential)
- Ability to work on own initiative, make reasoned decisions and take responsible action (essential)

- Tact, diplomacy and integrity (essential)
- Flair and imagination (desirable)
- Ability to work collaboratively and respectfully with other teams and functions on site
- Interested in the environment and committed to Avon Wildlife Trust's objectives of wildlife conservation and public involvement (desirable)

### **Committed to our values:**

- o Passion – we behave with belief and passion for the cause, recognising the urgency we face.
- o Inspiration – we recognise our role in enabling, empowering, and inspiring all people to take action for nature.
- o Innovation – we know that to achieve change we must use our initiative, push boundaries, and challenge ourselves to improve our knowledge and understanding

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Please sign and date this document to confirm its accuracy at the present time.

Post-holder name: .....

Post-holder's signature: ..... Date: .....

Line manager's name : .....

Line manager's signature : ..... Date: .....