

## JOB DESCRIPTION – GROUP OPERATIONS MANAGER

**To apply send your CV and covering letter to  
[recruitment@continuumattractions.com](mailto:recruitment@continuumattractions.com)**

### PURPOSE OF THE JOB

Lead the delivery of guest experiences and commercial returns with a focus on Quality in line with brand and business strategy across assigned portfolio of attractions.

*Line management responsibility for the General Managers.*

### KEY ACCOUNTABILITIES

- Contribute to the commercial development of the attraction ensuring brand objectives are delivered consistently whilst maximising revenue.
- Guide the preparation and support the delivery of the Annual Business Plans.
- Facilitate and contribute towards meetings and future development opportunities of the attraction.
- Ensure that all developments and business opportunities are in line within the overall company vision, strategy and brand values.
- Produce quarterly attraction audits and action plan to ensure the quality value is achieved.
- Regularly report on performance against attraction objectives as requested.
- Ensure the achievement of the Business Objectives
- Monitor, review and control budgets.
- Provide coaching, mentoring and direction to operational managers to ensure consistency in commercial performance,
- Identify through skills gap analysis learning and development needs within the operational team and act to address.
- Manage general manager performance against job role and objectives as set out in the Balanced Business Scorecard.

- Ensure Health & Safety practice and policy compliance through regular audits and quality control.
- Ensure Crisis Communication procedures are in place, regularly updated and that the team are trained
- Comply with all continuum policies and procedures

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

#### ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Extensive weekly UK travel with weekend working essential for the delivery of the role
- Ability to work autonomously

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