



## Deputy Site Manager Job Description

### WHO ARE WE?

Go Ape is the UK's number 1 adventure company with 33 locations nationwide and more than 8 different activities. We've been providing adventures since 2002 and have welcomed over 10 million customers, but we're not done yet and have big ambitions for the future.

Go Ape is now Employee Owned that means every Go Ape employee whether full time, part time or a seasonal worker are now co-owners of the business. As a co-owner you will be empowered to voice your opinions and ideas through an elected Employee Council and have a real say in helping to shape the business. There is also the potential to award tax-free bonuses to all co-owners. We know our teams are the people most passionate about the company and its values and they should also reap the rewards for their hard work and dedication.

In other exciting news - we're working towards carbon neutrality this year – currently reviewing all of our energy consumption with the aim of reducing and off-setting our carbon footprint, really rather proud of the £120k we've raised for our charity partner the Prince's Trust in the last year, and we're on the journey to becoming a B Corp certified company - meaning we can truly demonstrate that we put people and planet before profit!

Joining Go Ape you'll feel a great sense of camaraderie and connectedness within the teams, and we're committed to training you to our high standards with Go Ape's in-house training programme - a mixture of online and practical development.

We promise that your time with Go Ape will be rewarding and memorable and that (if you don't return next season - many of you will!), you'll leave with a whole bunch of enhanced skills to take to your next role. You'll be more confident, qualified, assertive, able to make decisions and communicate with people of all backgrounds - not to mention the first-class customer service skills!

### WHAT YOU'LL BE DOING

The Deputy Site Manager's role is to assist the Site Manager in successfully running the site and meeting targets. This may include any aspect of site operation including staff, equipment, facilities, health and safety, customer-care administration local marketing.

- **Health & Safety**

At all times, and in accordance with company procedures and training:

- Comply with all health and safety policy, measures and legislation
- Ensure your own safety and those with whom you are working
- Use equipment in a safe manner as trained
- Ensure the safe operation of the course
- Maintain the security of site, cabin and equipment
- Keep risk assessments up to date
- Keep record of all site checks
- Ensure all participants complete a Disclaimer Form



- Apply first aid when necessary appropriate to your skill level
- Report and record all accidents, significant incidents and rescues correctly
- Keep up to date with the first sight file
- Carry out periodical inspections and pre-use checks recording any findings
- Maintaining PPE and safety equipment is in good order recording taking action as required

- **Team Management**

Assist in successfully managing the site by:

- Assisting the site manager in the recruitment of all staff
- Reporting performance or disciplinary issues to the site manager in line with company values and procedures.
- Manage staff effectively

- **Customer Experience**

- Assist with customer enquiries & bookings
- Welcome customers and prepare them to take part in site activities
- Ensure all participants:  
Complete an acknowledgement / disclaimer form and are fully prepared to take part in available activities
- Comply with company rules on height, weight, age, medical conditions, etc.
- Complete briefs in any of the available activities
- Do everything within reason to minimise customer complaints and maximise customer satisfaction and to resolve any issues at site

- **Marketing & Finance**

Assist in operating a successful site, by:

- Assisting in meeting sales and cost targets as agreed by the directors
- Keeping receipts of all expenses and mileage as per company procedure
- Marketing at site in conjunction with the team at BHQ
- Cashing up (tills) and banking as per Company procedures

- **Site Development**

Work with other key staff to develop opportunities at site by:

- Building and maintaining good relationships with key parties: Landowners, Go Ape personnel, Altus personnel, Insurers, HSE and Environmental Health Officers and Go Ape consultants

- **Personal Professionalism**

Read and comply with the Company Handbook

As required:

- Visit and work at other Go Ape sites



- Attend training
- Additional tasks

- **Additional Requirements**

Prospective Deputy Site Managers will be required to attend ongoing training throughout their contract at various locations across the UK

It is an operational necessity that Deputy Managers be certified to conduct rescues

Prospective Deputy Site Managers who, by the end of their training, fail to achieve the standard required to be certified to conduct rescues will not be retained in the role of Deputy Site Manager

## **AMAZING BENEFITS**

- **Contract** Fixed term for 18 months. Guaranteed 120 hours/ 4 weeks. There may be the opportunity for a permanent contract later down the line. The core season runs February to October, you will normally work 40 hours/week including up to 6 weekend days in each 4-weekly period. This may increase up to 48 hours per week in busier months and school holiday periods.
- **Holiday Entitlement** 28 days' holiday (pro rata) included in the hourly rate as above. Holiday pay will be specified separately on your payslip
- **Training Package** We offer an extremely comprehensive online and practical training package to ensure you succeed in your role – you'll gain lots of useful transferable skills including Health & Safety, operations, customer service and communication skills.
- **Expeditions & Naturally Powered Days** – we arrange multiple subsidised adventure trips each year such as caving, hiking, cycling, kayaking, and climbing. Join the fun closer to home in the UK or on one of our further flung Moroccan trips mountain climbing!
- **Profit Distribution** You'll be eligible to receive a tax-free profit distribution.
- **Co – Owner Council** You'll have a voice through our Co-Owner council, our council is formed of 20 representatives from across the business. They work on projects such as pay, benefits, environment & social initiatives, and charity
- **Flexible Working Hours** A wide range of contracted hours available, both full and part time. Weekend and bank holiday are standard working days.
- **Give As You Earn** Do the right thing – donate to charity direct from salary whilst saving on tax and national insurance
- **Employee help line** Free confidential advice - Family, Health, Life, Money, Work
- **Free Go Ape!** Immediate family, plus one goes free - everyone else 20% off
- **Pension Scheme** Employers contributions matched to 3%
- **Discounts Retail & Leisure discounts, inc.** The North Face uniforms



- **Charity Partner** – we’re in a 2-year charity partnership with the Prince’s Trust, they have lots of fund-raising events and volunteering opportunities available for you to get involved in.

**Volunteering Days** – you’ll have the opportunity to apply for *paid* time off to volunteer on local social and environmental community projects.

At Go Ape we have a full on-line training platform to help you build the knowledge and skills you require to excel in the role. We’ll also offer you practical face to face training at the start and throughout your Go Ape journey which will be assessed as you go.

Here are some of the skills you’ll learn whilst working with us -

- Customer Service
- Being able to take instruction, give instruction and follow procedures
- Teamwork
- Risk assessments and accident reporting
- Communication both written and verbal
- Local Marketing and Partnerships
- Confidence, independence and more!

## **COMPANY ETHOS**

### **Our Values**

- Keeping the adventure in adventure
- Encouraging ‘I can’t’ to become ‘I can’
- Always seeking to be two steps better
- Zero risk equals zero development
- To challenge, surprise and excite
- Build in customer delight
- Be socially and environmentally responsible
- Create worthwhile, rewarding jobs
- Do the right thing

### **Our Mission**

- To be the best Adventure Leisure company on the planet (where you can be home in time for tea)

### **Our Vision**

“Creating adventures; encouraging everyone to live life adventurously”

If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in!

