



Visitor Operations Manager (seasonal), York Maze – Job Description

Fixed Term Contract: Full Time 5 Months: July – November

York Maze

York Maze is a multi-award-winning seasonal visitor attraction based on a farm on the outskirts of York. Our mission is to give every visitor an amazing experience and we are honoured to have been named the UK's Best Farm Attraction in 2023 and have twice won the Welcome to Yorkshire award for Outstanding Customer Service. We open for seven weeks from mid-July to early September. On a busy day we can welcome up to 3000 visitors. We also open for our Halloween event from mid October to early November with approximately 18 nights of Hallowscream. Hallowtween is a less scary version of Hallowscream for families with children aged 10-15 that runs for around 7 days during October half term.

Purpose of the role

The Visitor Operations Manager works seasonally and is responsible for training, rostering and the day-to-day management of the visitor operations team. Ensuring staff are trained, motivated and supported to deliver the amazing customer service York Maze is known for whilst keeping the visitors' safe. In the summer this role is responsible for approximately 60 seasonal staff who supervise the activities & attractions, keep the park & toilets clean and tidy, drive the Crowmania ride tractors, and do meet & greet sessions dressed in the York Maze mascot & dinosaur costumes. At Halloween the role is responsible for approximately 20 staff who control the queue lines at the entrance to the five scare houses, sell tokens for the fairground rides, and keep the toilets and public areas clean and tidy. The role is predominantly working out on site, pro-actively managing the teams and in the summer responding to first aid calls, but some office and admin work is required.

Reports to: Director of Operations

Responsible for: Summer: Tractor Team, Corn Crew operations teams, Mascots

Halloween: Operations team

Liaison with: Summer: Controller of Entertainments (Mascot training & Costumes), maintenance team, admissions & retail team, hospitality team.

Halloween: Actor's Manager & Scare House Managers, security, first aid, maintenance team, admissions & retail team, hospitality team.

Hours: Starting 1 July (or possibly a bit earlier). Last day on site 8 Nov (with accrued holidays/lieu days paid to late Nov).

The role is contracted for 8hrs per day (with 30 min break) However because of the seasonal nature of the work with long days during opening hours, additional hours

worked will be paid in lieu or time off in lieu at standard rate. Weekend working during our operating season is expected.

Summer training period: 1st July – Mid July, 6 days pw 9:00am – 5:00pm.

Summer open season Mid July – Early Sept: 6 days a week 08:30 am – 6:30pm with one afternoon finish at 4:00pm, and two afternoons finish at circa 7:00pm

Mid September – early Oct : 5 days pw 9:00am – 5:00pm

Hallowstream nights: 2:00pm – 11:30pm

Hallowtween afternoons: 09:30am – 5:30pm

Holidays: Pro Rata full year 32 days including public holidays. As we are only open for a short period of time, Holidays may not be taken during July & August or when we are open at Halloween. September, and November after we close for the season are good times for holidays. Days in lieu accumulated for extra hours worked during the open season are included in the Salary quoted.

Key Objectives

Rota - In conjunction with Operations Director construct a rota to ensure all key roles are covered, utilise the skills of the team and their job preferences whilst giving variety.

Training – manage training for new starters and returners covering safe operation of attractions, York Maze core values, health & safety etc.

Staff management – effective communication with staff to ensure York Maze values are displayed and the Rota is understood and adhered too. Proactively monitor staff absence and dynamically adjust rota to ensure key roles are covered every day.

Communication – keep Director of Operations and other key stakeholders informed on training and operational rota changes. Manage staff radios issuing and collecting them each day making sure they are charged overnight.

First Aid – During the summer season the Visitor Operations Manager is often the first person to respond to first aid calls, though a rota of First Aid trained staff are on duty each day. At Halloween event first aid staff are engaged.

Liaison – work alongside and keep colleagues in other departments informed of changes in rota and any maintenance issues impacting their departments.

Essential Skills

- Driving Licence
- First Aid at Work
- Excell & Word
- Ability to train, motivate & manage a team of typically student age staff
- Communicate effectively and work alongside other department leads
- Excellent customer service skills, ability to manage customer expectations when things go wrong

Experience

The successful candidate is likely to have experience in the events, tourism, leisure, sport, hospitality or visitor attraction sector. Experience of managing a large team is essential, as is a passion for delivering amazing customer service in a large volume operation.

What does success look like in the job?

It is important you have fun in this role, York Maze is all about making our visitors' day amazing and that extends to our team too! A happy team will spread happiness to our visitors. The judgement of success will be a smooth-running operation where all key roles each day are covered and the team are motivated to demonstrate the York Maze core values.

Salary: Circa £45k FTE - £22k for 21 weeks (25 weeks including 4 weeks accumulated Lieu time, equivalent to circa £45k FTE) plus benefits

Benefits:

- Company pension
- Employee discount
- Flexible schedule
- On-site parking

Schedule:

- Day shift (night shifts at Hallowscream)
- Weekend working
- Days off in Lieu/holidays to be taken outside operational periods

Commuting

- York Maze is not well served by public transport, access to own transport is essential.