



Loop Head Lighthouse

April 2022

Title of Post: Operations Manager - Seasonal

JOB DESCRIPTION

This Job Description details the day to day established activities of the Operations Manager

Reporting to: Head of Operations

Main Tasks, Duties and Responsibilities

- Manage visitor numbers and incoming bookings, amendments, and cancellations through the online booking system.
- Operational management of the Loop Head Lighthouse Visitor Experience including open & close responsibility.
- Supervision, active management, and performance management of operational staff.
- Recording of Employee records, daily checking anomalies, updating records, ensuring all documentation is completed and uploaded.
- Preparation of fortnightly rosters and arranging additional cover as required.
- Take responsibility for cash reconciliation including banking on a periodic basis which will include coin/safe administration and cash when required.
- Be knowledgeable about local events, amenities, and tourist attractions in the County and to promote these accordingly.
- Liaison with suppliers/contractors on an operational basis.
- To ensure stock supplies (Brochures, Tickets, Stationary, Tea/Coffee etc) are sufficient in all areas of the site to ensure its smooth operation.
- Management of health and safety on site for both staff and visitors.
- Crisis Management including but not limited to: Evacuation; Hazardous weather; First Aid incidents; Cause for concern & persons at risk alerts or recovery; theft, burglary, pick pocketing, assault, or dangerous behaviour.
- Line management responsibility for designated employees.
- Induction of new employees.
- Compliance with all appropriate HACCP regulations.
- Overall service delivery, ensuring that a first-class visitor experience is delivered to all, actively managing staff to ensure highest standards are met.
- Ensure that daily checks and recording are completed including DM log, carpark, coin supply, the Loop Head exhibition, the ledge, cleaning & litter, WWTP and other critical systems.

- Ensure that weekly/monthly – maintenance, purchasing, payroll, deliveries, supplier checks, system logs, and all other agreed metrics and checks are as required by the operation.
- Monitor, operate and troubleshoot business critical systems as required including Ticket admission system; Exhibition systems; PC Network and Internet connections, safety & security systems including Building Management System and all other systems as required.
- Ensure compliance with all company procedures including cash handling and sign off procedures.
- Follow all Health and Safety regulation as per Health & Safety Statement.
- Assist with Health and Safety precautions for visitors as per Health & Safety Statement.
- Provide excellent customer service to all customers internal and external of Loop Head Lighthouse.
- Deal with vendors for all systems as required.
- Maintain/Record daily event log and act as main point of escalation for any employee, tenant, supplier or visitor issues that may arise.
- In conjunction with the Head of Operations, deal with any capacity management issue including but not limited to closure of the main car park, management of minibus parking and visitor management on site.
- Project management as assigned by your manager i.e. Health & Safety.
- Any other duties as assigned by management.

Requirements/Essential Skills and Attributes

- Proven track record in supervisory & leadership skills in operations.
- Flexibility and a strong problem solving approach to issues.
- Ability to demonstrate a high level of teamwork & motivation skills.
- Excellent customer services skills.
- Proven organisational skills & experience in multi-tasking.
- High level of numeracy with strong cash handling experience.
- Ability to demonstrate a strong mechanical knowledge of visitor centre operation and maintenance.
- PC literate and good keyboard skills and Microsoft Office proficient.

Desirable Experience

- Proven track record in supervisory & leadership skills in operations.
- Experience in tourism services or visitor attraction.
- Project management experience.
- Familiarity with Ticket Network admission system would be an advantage.

Additional Information

- Applicants should have a full, clean driving licence.
- The duties will primarily be performed onsite at Loop Head Visitor Experience, Kilbaha, Co. Clare, or any other place of business as designated by Management, during operating hours of the centre. Occasional work off site may be required.
- The post will be operational on seven days a week basis according to a fortnightly published roster in advance with extended hours at certain times according to seasonal business requirements. Minimum requirement will be 4 day per week roster. Hours of operation will vary seasonally.