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| Job Title: | Events Duty Manager (Maternity Cover July 2019 – June 2020) |
| Location: | Kent Life |
| Hours of work: | 40 hours per week 5 days over 7 |
| Wage: | £20,500 per annum |
| Reports to: | General Manager |
| Accountable to: | General Manager |

Job Function: Work with the General Manager to create & deliver an exceptional events & activities programme at Kent Life for every guest, throughout the year. The Post Holder will be a member of the Kent Life Management Team and, by role as Duty Manager, take responsibility for the site management and maintain Health & Safety standards.

Key Tasks:

1. Work as part of the Management Team, including working closely with the General Manager to ensure all elements of the site are managed to a safe and high standard, assisting other departments as required.
2. As Duty Manager (on shift), manage all departments to ensure all elements of the site are managed to a safe and high standard as required.
3. Manage a team of Entertainer, Party Hosts & Train Drivers to ensure the smooth running of the daily entertainment offer including rotas, staff annual leave and payroll.
4. Manage recruitment, probation and training of your team to ensure they consistently deliver the aims and missions of Planning Solutions
5. Manage your team's personal development throughout the personal development process including one to ones, team meetings and annual reviews as required.
6. Manage the team to deliver activities & support for education, corporate,

- parties, weddings, marketing and any other aspects of Kent Life
7. Plan and Execute to a high standard Kent Life's event programme which includes but is not limited to
 - School Holidays
 - Character Events
 - Nature Weekends
 - Hops 'n' Harvest Beer Festival
 - Apple & Cider Fayre
 - Fireworks Night
 - Christmas on the Home Front
 - Meet Father Christmas
 - Farm Nativity
 8. Source, book and manage a full schedule of shows during holidays and events within the Big Top venue
 9. Accountable for the delivery of the departmental KPIs and providing monthly reports to this effect
 10. Ensuring all the event and activity income targets are met or exceeded
 11. Ensuring all the event and activity budgets are well planned, managed tightly and not over spent
 12. Accountable for the continued growth of events and activities
 13. Create an evaluation and de-brief following each event and ensure any required improvements are implemented & areas for growth are noted
 14. Delivering on the ground cover for entertainment activities as per rota
 15. Work closely with the Livestock team to deliver an educational and engaging farm activity programme
 16. Handling relevant feedback/complaints from guests regarding the events & activities and implementing improvements
 17. Obtain and coordinate Ghost Hunt Events from third party companies
 18. Support the General Manger in ensuring the highest standards of cleanliness, health and safety and security are met
 19. Undertake any other reasonable task as required by the General Manager.
 20. Maintain the confidentiality of Planning Solutions and Kent Life's internal communications, records and commercially sensitive information.

A current driving license and use of a car are highly desirable.

Interviews will be held week commencing 17th June