### **Job Description**

**Job Title: Duty Manager (Wizard / Witch)**

**Reports to: Site Manager (Chief Wizard / Witch)**

**Grade: F**

**Scope of Job:** As Duty Manager you will be a key part of the site and company management team ensuring that safety is key for all guests, staff and contractors. Making magical memories and creating memorable moments for all are core features of this role.

**Key Objectives:**

1. Ensure that the site is ready for the day ahead following and enforcing the set operating procedures.
2. Ensure that safety is paramount throughout the operating day.
3. Act as ambassador for The Potions Cauldron Group with both internal and external customers.
4. Manage the team to ensure maximum productivity and enjoyment in the role.
5. Deputise in the absence of The Site Manager.

**Main Responsibilities:**

**Operations**

* Day to day management of Attraction via use of standards checklists and monitoring on-site activity.
* To ensure that the attraction is presented and maintained to corporate acceptable standards in all areas at all times via ‘walking the attraction’ at regular intervals throughout the day.
* Execute all required Health & Safety measures.
* To feedback comments, propose training needs and operational changes in order to continually improve the delivery of the experience.
* Ensure that all administration and paperwork for remit of this position are up to date, signed and checked on a weekly/ monthly basis.
* Ensure the highest standards of accurate and efficient cash handling procedures; check floats, check safe, monitoring staff and customers during transactions, banking and cash security.
* Assist the Site Manager in monitoring staff appearance, conduct and welfare.
* Duty manager responsibilities and additional responsibilities could be extended to events and functions, which include late evening or nights.
* Hours will comply with the operational needs of the visitor attraction including weekends, bank holidays and evenings

Misc

* To feedback comments, propose training needs and operational changes in order to continually improve the delivery of the business.
* To carry out any other duties and responsibilities as reasonable required by your line Manager based on the changing needs of the business.
* To be available to work as and when the business needs in any department.
* To attend any training sessions required of the role.
* To attend any meetings in and out of the business required of the role.
* Any other reasonable request.

**Health & Safety**

Employees are responsible for the safety of themselves, their colleagues and guests (where appropriate), in line with the Health and Safety Policy and the law. In particular, they must ensure that they follow safe working procedures for all work activities that they undertake and they must not use any tools or equipment for which they have not been trained. Where incidents do occur, they must ensure that they are reported to their line manager and must cooperate with any investigation as appropriate.

**Approved by:**

**NAME:**

**SIGNATURE:**

**DATE:**

The Potion Cauldrons Group are the makers of magical drinks and the creators of magical experiences.

Each drink has an exciting narrative and contains magical ingredients that are activated by performing the spell. Our range of magical potion drinks are available in our own apothecary retail and Wizard Golf attraction venues, as well as from selected key stockists around the Globe.