



SOUTH WEST

MARITIME ACADEMY

Job Description; Assistant Activities Manager

Job Title:

Assistant Activities Manager

Contract Type:

Full Time

Who are we:

South West Maritime Academy is based in South Gloucestershire and is a business that not only specialises in Maritime Safety Training for seafarers, but also operates one of the South Wests' premier outdoor leisure facilities, based in and around our picturesque Cromhall Quarry lake.

The lake hosts open water swimming, scuba diving, open water events, fitness training, paddleboarding, triathlons and more.

Main purpose of job:

The Assistant Activities Manager will assist in leading a team of staff to provide safe, high quality leisure activities and events to the public and private groups. The team will consist of staff who operate the reception, catering unit and staff dedicated to maintaining the safety of customers in the water and/or participating in activities. Contribution to events and developing the existing activities. Working with the Outdoor Activities Manager you will listen to feedback, explore new ideas and maintain high standards. This role is all about leading from the front, being proactive and planning ahead.

Position reports to:

Outdoor Activity Manager

Salary:

£22,000-£24,000 per year depending on qualifications and experience.





Main tasks of the role

General Management:

- Assisting with the management and operation of the leisure facilities on a day to day basis.
- Be responsible for the running of sessions or events in a hands-on capacity.
- Ensure all activities are correctly set up highlighting and addressing any issues as they arise.
- Identify new potential activities and potential areas of growth that could benefit the site.
- Supporting the staff to operate the leisure facilities; planning for and ensuring sessions are advertised and that all staff understand their roles and responsibilities.
- Assist in organising events such as triathlons, social events and seasonal themed events
- Monitor stock levels for both the retail and the catering facility; monitoring stock levels, ordering required stock and managing deliveries.
- Responsibility for end of day cash handling from session/activity sales, consumable/merchandise purchasing and catering facility.
- Supporting the wider operation of the business when required as a core part of the senior team, carrying out other duties as required to ensure that the objectives of the business needs are successfully met.

Communication:

- Able to effectively communicate with the team to ensure key information is passed on in a timely manner.

Managing Staff:

- Assisting in managing the team; formulating the rota, conducting observations and reviews etc.
- Assisting with the planning and delivery of staff training.

Advertising, Promotion and Social Media:

- Contribution to promoting our leisure facilities via social media, maintaining its presence across a range of social media platforms, with the establishment of regular posts and content.
- Assisting in ensuring all bookings are processed and queries responded to. Sharing details of these sessions on the appropriate social media channels.





Health and Safety Responsibilities:

- Assisting in the management of health and safety requirements and highlighting any issues that may arise, following company Health and Safety recording and reporting procedures.
- Implementation of key policies and procedures; risk assessments and operating procedures. Working with the Outdoor Activities Manager to periodically review them with the aim to update and improve where possible.
- Contribution to the ongoing management and compliance of the catering facility; staff training, record keeping etc.

Skills – What We Are Looking For

Essential:

- Experience managing a team
- Well organised and an ability to proactively plan and prioritise
- Experience in a similar role, or demonstratable transferrable skill sets and experience
- Ability to build strong working relationships with customers, clients and staff
- Flexible, adaptive mindset and approach to challenges
- A 'can do' attitude, being prepared to get hands-on with the role if and when required
- Excellent customer service and communication skills
- A desire to learn, develop and to grow into the role
- Attention to detail in all aspects of work and areas of responsibility
- Computer literate.

Desirable:

- A water safety qualification such as an open water, beach or pool lifeguard certification (OWL, NPLQ etc)
- RYA Powerboat Level 2
- A recognised First Aid qualification
- A recognised management qualification or evidence of relevant CPD
- A strong understanding of social media platforms
- Catering experience
- A personal interest in open water swimming, paddleboarding and/or scuba diving

Sound like the role for you?

If this sounds like the opportunity for you and that you would be a great fit as part of the dynamic, friendly team here at SWMA, then we'd love to hear from you.

Please send your CV and a covering letter to info@southwestmaritimeacademy.com

