



Job Title: Duty Manager

Reports to: Operations Manager

Location: The Principality Stadium, Cardiff

Hour of work: both Full-Time (42 hours/week) and Casual positions available

Rate of Pay: FT £28,699.92/annum (Pro-Rata), Casual £16.97/hour + Holiday Pay

Overview:

Wire and Sky is partnering with the Welsh Rugby Union to bring a multi-million-pound new rooftop climb and zip wire attraction to the Principality Stadium. Fans will be able to experience the stadium from a whole new perspective, as well as take in the spectacular city panorama, at this all-new rooftop adventure.

We are looking for an adventurous and enthusiastic team to help launch and deliver this attraction in early 2024, and as the Duty Manager you'll play a vital part in the success of this brand new experience.

You'll be responsible for ensuring the safety of guests and staff at the roof walk attraction. You'll liaise with staff and customers, and oversee the day-to-day operation, maximising the operational effectiveness of the team to ensure the most positive experience for every visitor to the attraction through excellent customer service.

Your number one priority will be to deliver a safe experience for all participants. Our aim is to deliver attractions that are; Fun to take part in, Safe for both staff and customers & Profitable for all commercial partners.

You must have experience in similar positions, and should be able to provide evidence of your leadership capabilities. You need to be a natural communicator, comfortable working outdoors and at height and have an enthusiastic attitude.

So, if you're ready to embrace the challenge, and be part of an extraordinary team in an extraordinary setting, we want you! Join us at the let's elevate the adventure to new heights together.

Responsibilities and Duties:

Health & Safety

- Assist with ensuring compliance with all health & safety matters as set out in W&S Operating Procedures.
- Assist with maintenance of health & safety logs as directed by the Operations Manager.
- Assist with reporting of all accidents, ensuring all the correct paperwork is completed.
- Carry out daily site checks & report any variances to the Operations Manager.
- Oversee & ensure the correct rigging procedures for the Controlled Rate Descent and Zipline



- Oversee & ensure correct fitting procedures of PPE (Personal Protection Equipment).
- Assist with management of any rescues, incidents or accidents that occur.

Customer Service

- Employ a friendly, helpful, 'can do' attitude towards all customers and other staff.
- Ensure all staff are similarly upbeat & helpful towards customers.
- Deal with any problems & issues as they arise and refer to the Operations Manager if significant.
- Ensure any customer queries and complaints are dealt with in a polite and professional manner.
- Liaise with customers / event organisers / groups as required
- Help create an entertaining, exciting and social environment in which daily activities are carried out.
- Uphold & enforce limitations and conditions to access, as set out in Company Operating Procedures (e.g. height restrictions, parent to child ratios)
- To deal with extraordinary client requests in a helpful manner, referring to the Operations Manager as required.

Staff Management

- Lead & inspire the staff team, clearly demonstrating what you expect by setting a professional example.
- Act as a point of contact for both Wire and Sky and venue staff and work alongside the teams effectively.
- Maintain staff motivation through proactive listening & a positive attitude.
- Assist with regular staff communication, helping to make sure they are kept fully informed of any changes in Company Operating Procedures and Policies.
- Assist with the identification and implementation of any staff training requirements.

Site Management

- Ensure all PPE is stored correctly, kept well-organised and prepared in advance wherever possible.
- Ensure standards of cleanliness & tidiness are maintained at the highest possible levels.
- Keep abreast of all security issues & stay in regular communication with attraction staff.

General Expertise

- Complete inhouse training and be signed off as competent by W&S
- Understand full operational processes.
- An excellent awareness of Health and Safety and the ability to follow procedures.
- Be fully conversant with all Operational documentation.
- Ensure a sound knowledge of Dropbox, Monday.com and Breathe HR.
- Be prepared to seek advice where necessary.

Specific Role Requirements:

Essential Skills:



- A good communicator who remains calm under pressure
- Be comfortable working outdoor and at height
- Previous team management experience (preferably within a similar outdoor activity or attraction setting), including scheduling of staff rotas
- Ability to communicate at all levels.
- Previous experience of working to targets
- Experience delivering high quality guest experience and strong customer focus.
- Well organised approach to task & time management.
- Enthusiastic and flexible attitude to work.
- Be able to use initiative & be self-motivated.
- A dynamic, positive, uplifting attitude with clear leadership capability.
- Strong IT literacy.
- Excellent organisation skills and attention to detail.
- First Aid and DBS certificates (if not currently held can be obtained on successful application and completion of training)

Desirable

- Hold a valid certificate in one of the following:
 - Single Pitch Award
 - Rock Climbing Instructor Award
 - IRATA Level 1
 - Climbing Wall Award with Abseil module

Interview and Selection Process

Applications will be reviewed as received, and we reserve the right to withdraw the vacancy at any time. Early applications are strongly advised.

Please note, applicants must be over 18 and have permission to work in the UK.

For any questions, please email us using recruit@wireandsky.co.uk or call on 0203 198 0407.