



Job Description / Specification

POST: Duty/Maintenance Manager

REPORT TO: Operations Manager

SALARY: £27,000 - £30,000

INTRODUCTION

Colin Glen Forest Park is a premier visitor attraction in Belfast, dedicated to protecting and enhancing our natural environment while offering innovative leisure activities. As a charity and social enterprise, we provide employment and training opportunities for over 50 staff members.

Having successfully built and operated a number of innovative attractions including Ireland's first Alpine Coaster; Ireland's longest zip line and the first 5KM Blue Grade Mountain Bike Trail in the Belfast Hills to complement a range of other exciting products such as low and high ropes courses, climbing walls, kayaking, raft building, laser tag and archery. But we will not stop there. We have a vision for future growth and expansion and the postholder must share and contribute to that growth.

This successful postholder will have the skills to establish, lead, inspire, develop and support a team of staff. You will provide leadership within a fast-moving environment where performance and first-class customer service will be the focus in driving a culture of continuous improvement and development.

LOCATION

The successful candidate should expect to be based at Colin Glen Trust, 163 Stewartstown Road, Belfast, BT17 0HW however you will be expected to work at any other locations deemed necessary.

MAIN DUTIES AND RESPONSIBILITIES: -

Reporting to the Chief Executive, the post holder will be responsible for: -

1. Park and Facilities Maintenance

- Oversee day-to-day maintenance of trails, picnic areas, restrooms, playgrounds, and other facilities.
- Inspect and maintain infrastructure such as roads, parking, bridges, benches, and signage.

- Coordinate seasonal maintenance such as clearing fallen trees, debris removal, snow and ice clearance, and repairing storm damage.
- Ensure the upkeep of park equipment (e.g., vehicles, mowers, chainsaws, etc.).

2. Natural Resource Management

- Monitor and maintain the health of the forest ecosystem, including managing vegetation, invasive species control, wildlife monitoring, and habitat conservation.
- Develop and implement forest management plans for activities such as controlled burns, reforestation, or habitat restoration.
- Work closely with environmental scientists and conservationists on long-term sustainability initiatives.
- Ensure compliance with local environmental regulations and policies.

3. Staff Management and Training

- Supervise maintenance teams including instructors, volunteers and other staff.
- Recruit, train, and manage seasonal workers, volunteers, and contractors.
- Develop and enforce safety protocols for all staff working with hazardous materials, heavy equipment, and in remote areas.
- Create schedules, manage time-off requests, and ensure the team operates efficiently.

4. Visitor Safety and Engagement

- Ensure visitor safety by maintaining well-marked trails, removing hazards, and providing safety signage.
- Respond to emergencies (e.g., injured visitors, wildfire, flooding) and coordinate with emergency services when necessary.
- Ensure the enforcement of park rules and regulations by all park users including partner agencies, visitors, staff, customers, contractors and emergency services.
- Engage with visitors to promote park conservation efforts and educate them about environmental stewardship.

5. Budgeting and Resource Management

- Manage the park's maintenance budget, including purchasing supplies, equipment, and paying contractors.
- Develop and implement cost-effective strategies for ongoing maintenance while minimising environmental impact.
- Secure grants and funding for park improvements, restoration projects, or sustainability efforts.
- Manage inventory of tools, materials, and supplies needed for ongoing operations.

6. Collaboration and Reporting

- Collaborate with other departments (e.g. operations, education, events) to support park-wide initiatives and activities.
- Prepare reports for management on maintenance activities, costs, and resource use.
- Develop and present plans for future projects or improvements to park infrastructure or conservation efforts.

7. Public and Community Relations

- Foster relationships with community groups, volunteers, and local businesses to support park activities and improvement projects.
- Organise or assist with community events, clean-up days, and volunteer programmes.
- Act as a liaison between the park and the local community to address concerns or promote environmental awareness.

8. Safety and Risk Management

- Conduct daily safety inspections of the coaster, zip-lines, ropes courses, harnesses, helmets, and other equipment including vehicles, to ensure all meet required safety standards.
- Ensure all staff are trained in safety protocols, rescue procedures, and equipment handling.
- Oversee the implementation of an emergency action plan, including first aid readiness, communication plans, and rescue operations.
- Regularly review and update risk assessments in compliance with safety regulations for outdoor adventure courses and other leisure/activity governing bodies.
- Respond to park user injuries or incidents, documenting occurrences and taking immediate corrective actions to prevent future issues.

9. Staff Supervision and Training

- Hire, train, and manage zip-line, coaster and ropes course instructors, as well as ground staff.
- Provide ongoing training and certification to staff, focusing on technical skills, safety procedures, customer service, and teamwork.
- Evaluate staff performance regularly and provide feedback for improvement, ensuring they meet company standards.
- Create staff schedules to ensure adequate coverage during operational hours, managing part-time, full-time, and seasonal employees.

Criteria:

This role requires a combination of practical maintenance skills, environmental knowledge, leadership, and communication abilities. A strong background in forestry, conservation, or park management would be particularly beneficial for someone in this position.

The ideal candidate will have:

- Relevant qualification in Health & Safety IOSHH or NEBOSH
- A minimum of 3 years' experience in a supervisory or managerial role within a complex operation where you can demonstrate responsibility for the maintenance and operation of a variety of resources, logistics or operations.
- Excellent Communication skills with the ability to motivate, lead by example and resolve problems quickly and efficiently.
- A proven track record of being responsible for Health & Safety of staff and/or public.

- Demonstrable experience in being responsible for the successful delivery of a range of services to customers.
- Experience in or knowledge of the outdoor/leisure/tourism/adventure sector.
- Strong leadership and excellent people management skills with experience in recruitment and selection.
- Strong organisational, planning and time management skills.
- Strong customer facing experience.
- Demonstrable experience of leading and driving efficiencies.
- Well organised, team player and effective manager with an ability to integrate into a management team
- Demonstrable experience in budget preparation and management.
- A full UK driving license and access to a car for work purposes.

This job description may be subject to change.

Please Note: - Only those applicants, who appear, from the information available, to be most suitable in terms of relevant experience and ability, will be invited to interview. It is therefore essential that you fully describe how you meet the experience and qualities sought.

APPOINTMENT

- The post is subject to a six-month probation period which may be extended.
- The above post will be filled on a permanent basis.
- There will be an annual leave allowance of 20 days.
- The normal working week for the full-time position will be 40 hours per week with an unpaid lunchbreak of ½ hour per day.
- Appointees will be required to work variable hours, which will include evenings, weekends and public holidays.

NOTICE

One month's notice in writing from either the employee or the employer unless in exceptional circumstances where the decision will be taken by the Board of Directors.

GENERAL INFORMATION

Colin Glen Trust are committed to equality of opportunity in employment and welcome applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether they have dependents. All applications for employment will be considered based on merit.

THIS MEMORANDUM SHOULD NOT BE TAKEN AS CONSTITUTING CONDITIONS OF EMPLOYMENT