



**Little Lion Entertainment
Tomb Raider – The Live Experience
Operations Manager**

Contract Type: **Fixed Term (12-month contract, with a 3-month probation period and possibility of further extension)**

Reporting into: **General Manager, Sophie Brandi**

Location: **Camden, London**

About Little Lion Entertainment

Little Lion is a fast-growing entertainment group, specialising in creating cutting-edge and memorable experience-led attractions. It pioneers game changing forms of theatre which create unique immersive experiences that bridge a gap between theatre and attractions where the audience is the star of the show. **In 2022 Little Lion Entertainment will launch Tomb Raider, the Live Experience.**

Adventure in real-life with the iconic Lara Croft and dive into the world of Tomb Raider. Your adventure? Save the world.

Lara has made a deadly discovery about a powerful ancient artifact. But she's not the only one looking for it, and if it falls into the wrong hands, it could spell the end of mankind.

Tomb Raider: The LIVE Experience will give you the chance to become a part of the legend, where YOU are the hero.

Your adventure will have you globe-trotting, chasing villains, and using your wits on mental and physical challenges so you and your team can save the day.

Are you ready to become a Tomb Raider?

Blending a love of nostalgia, with world class performance, award-winning game play and the unexpected, the business is looking to develop multiple sites and partnerships across the globe, exploiting a stable of unique IP to create new concepts and own multiple brands.



Purpose of the role

As an Operations Manager at Tomb Raider, The Live Experience you will be responsible for the day to day running of the site. Due to the varied nature of our Live Attraction, you will be required to have a high level of flexibility to suit the needs and operating hours of the business. You will be an ambassador for the business, Site Lead for London and support all on the ground teams to deliver our unique experience. This includes opening and closing the attraction, welfare of guests and operational team, health & safety and reporting. You will also focus on customer experience, ancillary revenue streams and health and safety.

With a key focus on the operational running and commercial profitability of the attraction, you will ensure that the financial and visitor performance targets are consistently met, whilst overseeing the customer experience remaining consistently high. You will lead and develop your onsite teams, while also establishing yourself quickly within the business.

We are looking for a fun and dynamic individual to motivate and work as part of the operational team. You must be flexible and able to work a variety of shifts including weekdays, weekends and bank holidays.

Key Accountabilities

Site Operations

- Maintaining the smooth, efficient, and productive running of the site along with fellow Operation Managers and showcallers ensuring the correct power up/down of games
- Communicating and championing health and safety best practice throughout the establishment
- Ensuring customer quality and excellence is at the heart of all operational practices
- Create ticketing schedules for the shows, ensuring they are adequately staffed
- When required, ensuring all relevant risk assessments & training has been carried out ensuring the safety of people
- Being flexible and adaptable to circumstances, proposing innovative and creative solutions with ease
- Ensuring all site checks are performed pre and post shift
- Monitoring stock and sales
- Managing health and safety protocols including evacuation of site in case of emergency
- Supporting the General Manager as required
- Oversee the reconciliation of monies at the end of shift
- Dealing with all customer questions or complaints quickly, confidentially, and appropriately
- Shine creatively in conjunction with the Marketing department, to ensure strong and coordinated delivery of national and regional marketing strategies including promotions, trade marketing, and PR.



- Overseeing all operational aspects of the venue and troubleshooting problems as they arise, creating proactive and efficient ways of working
- Assist the General Manager with risk mitigation strategies across the business.
- Creating and submitting daily reports to the General Manager
- Support the General Manager on ad hoc duties as required

Commercial Awareness

- Driving revenue and new business through sales, event, strategic planning, and in-house promotions to deliver budgeted sales and profit
- Assist with the control of stocks, money, and all company equipment within area of responsibility, ensuring optimum profitability of business
- Contribute new sales and operational recommendations to the General Manager based on your analysis of the performance of the attraction at given times/seasons
- Show attention to detail in the review and preparation of daily, weekly and monthly reports submitted to the General Manager

People

- Management of the front-line team on site ensuring all act in accordance with the company's policies and procedures and high-quality customer service
- Acting as first point of contact for all communications with the public and team
- Running recruitment, induction and training for all front-line roles
- Coordinate and lead any appropriate training and development initiatives for the front-line team
- Creating rotas for staffing and financial reporting
- Ensure an accurate payroll is produced monthly and all holiday accrual is calculated correctly
- Hold strong relationships with Third Party suppliers, ensuring the attraction is adequately equipped at all times
- Provide timely feedback and mentorship to the frontline team
- Identify poor performance and quickly act to tackle issues
- Coaching and development of all team members
- Champion the importance of teamwork and motivates others around them
- Keep abreast of industry trends and releases, sharing these with the wider team
- Strengthen team dynamics and fosters strong relationships across the business

Role Requirements

Essential

- Experience within live Theatre or an attraction conducting operational responsibilities
- Experience of management responsibilities including delegation, issue resolution and training skills



- Experience of dealing directly with the general public within an arts environment
- A proactive approach and can-do attitude
- Be hardworking, flexible, and able to adapt to different styles of working
- A team player who is always willing to lend a helping hand when needed
- Curious and inquisitive
- Meticulous attention to detail
- Highly organised and efficient
- Creative
- A practical thinker and problem solver
- Strong communication skills when dealing with the public, stakeholders, and team members
- Understanding of health & Safety and fire evacuation procedures

Desirable

- First Aid trained

If interested please email your CV to our HR Team at hr@littlelionentertainment.com.