



Activities Team Leader Kingswood Job Description



Job Title: Activities Team Leader

Reports to: Chief Instructor

Location: West Runton

Band:

Salary: 22,235.20

Department: Activities

Job Purpose

The purpose of the role is to coach/train and develop the Activity Team so that they own the guests journey from start to finish within the Centre Operation - empowering them to deliver consistent world class experiences that will ensure our KPI's & NPS targets are achieved and that we stand out from our competitors in delivering a unique unbridled Activity experience.

To fully support and exemplify the overall company purpose and values of – *'Keep it Simple'; 'Know your Stuff'; 'Give it your all'; 'Make it Fun' and 'Own it'*

Key role responsibilities and accountabilities

Team Development

- Be a leadership role model, Motivate, inspire and enable your team to deliver life-changing experiences and always keep the Guest at the heart of what they do
- Coach/train and develop the Activity teams to maximise performance in order to deliver a world class guest experience one that enables us to stand out from our competitors.
- Performance manage teams in line with the company performance Management process – using the tools that are available to drive performance and development and therefore aid employee retention and build capability.
- To act as first point of call to ensure the team have their basic needs in place in order for them to do their job.

Customer Experience

- Support the coordination of the workload & rota's of the Activity teams that ensures delivery of a unique guest experience.
- To work alongside in a 'hands on' capacity with the activity teams coaching, advising and demonstrating best practice at all times.

Health and Safety

- Ensure teams receive, understand & adhere to all company policies & procedures.
- Understand and ensure compliance with the Company's Safeguarding Policy.

Typical knowledge, skills and experience

Knowledge

Knowledge of the company & product or a proven track record in the Activity/Learning sector

Skills

Efficient time management & organisational skills

Confident communicator (both verbal and written) with a personable and professional manner and the ability to interact and relate to all levels of employees and build strong working relationships.

Ability to stay calm in challenging situations.

Experience

Experience of coaching, and giving feedback

Experience of delivering training and development events.

IT Literate – knowledge of word/excel /Microsoft packages

Behavioural competencies

Broad Thinker

Evaluates the commercial and financial implications of decisions, considering the wider People and operational context. Shows evidence of clear analytical thinking. Evaluates the full implications of actions on other parts of the business. Thinks outside of the 'functional silo'. Stays up to date with customer trends, identifying opportunities and threats at an early stage.

Honesty and Transparency

Asks for feedback from the Organisation on how to improve. Meets the needs of internal customers, by supporting and engaging when required. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Gives open and honest feedback at all levels even when it's difficult. Meets and exceeds internal customer expectations. Is open honest and transparent even when things go wrong.

Innovative & Adaptive

Challenges people to find ways of improving what is done. Asking those critical questions to challenge, 'How we do things'. Encourages and supports development of new processes and procedures. Works productively in a high pressure environment.

Welcomes change in a positive light, supporting their teams to embrace new ways of working.

Leading & Collaborating

Initiates action and provides others with clear direction. Challenges inappropriate or ineffective behaviour.

Works with subject experts to get the best possible solution. Takes responsibility for actions. Is self-confident and is seen as credible and a go to person by others. Welcomes new ideas and ensures everyone has a voice.

Developing Performance

Keeps own knowledge and skills up to date practicing continuing professional development. Delivers results through teams and people. Actively seeks to stretch capability and scope of responsibilities. Challenges and sets, 'Stretching' goals for their team, providing feedback on performance and behaviours. Addressing under performance at the first opportunity.

Communicating

Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they can see the big picture. Successfully persuades and influences others.

Presents information in a way that engages and motivates the audience. Is self-aware and changes style to suit the relevant audience.

This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.