



Job Title:	Seasonal Team Leader - Attractions
Grade:	6
Location:	Longleat
Department:	Operations
Reports to:	Assistant Operations Manager - Attractions

Job Summary

You will assist in leading the day to day operation of the Attractions, whilst ensuring that first class service is being delivered. You will supervise a team of seasonal and permanent team members with a hands on approach.

You will actively ensure high standards of guest service are maintained. You will ensure that the department service and health and safety standards are met at all times. You will also need to ensure the attractions are kept clean and tidy and you lead your immediate team and enforce policies, procedures and cleaning standards.

Key Responsibilities

- Perform all tasks outlined in the relevant departmental Team Member job description
- To support the Assistant Operations Manager – Attractions in delivery of all attractions, including any seasonal events
- Lead the team delivery of memorable experiences and outstanding guest service.
- Ensure the attractions are opened, operated and closed to department standards.
- Ensure tills are opened and closed efficiently and in line with procedure where required.
- Communicate and lead the team to ensure critical information is passed in a timely matter
- Delegate appropriate tasks to the team
- Deal with and resolve customer complaints in line with company policy/procedures
- Support team members in delivering their roles effectively.
- To complete any ad hoc jobs instructed by the Operations Management team.
- Support in training team members including attractions, health and safety critical positions such as Rockin Rhino
- Support with day to day processing and completion of paper work.
- To act as a mentor to team members, encouraging and motivating individuals to ensure customer service and standards are being delivered.
- Create an environment where your colleagues can do their best work
- Delegate tasks and solve problems swiftly
- Lead your area in the absence of the Operations Managers, taking responsibility for day-to-day operations

General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.

- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

Guest Satisfaction

- To offer every guest an exceptional guest service experience sharing relevant product knowledge and answering guest queries in a positive friendly manner
- To process refunds in a professional manner
- To support the operations managers in monitoring Team members performance, add and implement training when directed or needed to maintain service levels
- Individually delivers exceptional service which exceeds a guest's expectations. Develops and inspires the same service from the team

Other responsibilities

- To provide a Guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- **THE ABOVE LIST OF DUTIES IS NOT EXCLUSIVE OR EXHAUSTIVE AND THE POST HOLDER WILL BE REQUIRED TO UNDERTAKE SUCH TASKS AS MAY REASONABLY BE EXPECTED WITHIN THE SCOPE OF THE ROLE.**

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- 5 GCSEs at grade C and above to include: Maths and English or equivalent qualification
- Good understanding of Health & safety
- Projects a positive image and serves as a role model for others
- A responsible approach and excellent communication skills so you can provide

Desirable

- NVQ in Customer Service
- Recognised H&S qualification
- Experience of mentoring and coaching in a hospitality role.
- Knowledge of using social media, online platforms and customer communication systems
- Full UK Driving License

your colleagues with feedback to help develop themselves and the business

- Positive and curious, ability to create ideas about how to improve the guest and colleague experience
- Relates to people in an open, friendly and accepting manner
- Acts resourcefully to ensure that work is completed within specified time and quality parameters
- Remains calm and reasonable amidst tense or stressful situations
- happy to expand your skills by using new technology and learning new ways of working
- Flexible approach to working hours and days which include evenings and weekends.

Position within the Team

Assistant Operations Manager – Attractions



Attractions team Leader