

## ROLE PROFILE

### Oasis and Lido Head of Department

Reporting to: Head of Leisure and Activities

Role purpose:

To lead, manage and motivate the team to deliver an excellent leisure experience in the pool and gym

#### Responsibilities

- Lead the team to role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Develop and mentor leaders within your department to be the best they can be.
- Ensure all training and monitoring of performance, is up to date and meets health and safety requirements.
- Set, monitor and support all team to achieve their goals.
- Ensure all team have had an appraisal including a personal development plan.
- Oversee and manage all areas of performance management with team.
- Recruiting, interviewing and selecting the best team.
- Organise and support the training of all team including ensuring inductions are completed to the Company standard.
- Ensure all team are delivering exceptional customer service every day.
- Oversee and sign off the team rotas and liaise with Payroll as required.
- Deliver a promotion plan of pool activities to meet customer demand and generate revenue.
- Work with Halo marketing to maximise memberships - using promotions for Owners, holidaymakers and local visitors.
- Handle complaints and incidents, e.g. accidents, emergencies in a efficiently and timely manner where team member has been unable to resolve.
- Oversee, lead and support the coordination of all daily operations for the Oasis complex and Lido pool to deliver the best possible experience for customers.
- Ensure all H&S requirements are implemented in accordance with the Pool's Health and Safety Operations Plan.
- Ensure complex and plant rooms are maintained and operational to the correct standards at all times – Oasis and Lido
- Oversee Plant Room operations ensuring that faults are reported and repaired as soon as possible.
- Organise an ongoing preventative maintenance plan for Plant Room, ensuring insurance, repairs and cleaning are logged.
- Carry out health and safety checks on complex equipment and the overall Oasis and Lido pools.
- Covid compliance/ social distancing in the Health and Safety management requirements
- Managing NOP & EAPS / Risk Assessments as required.
- Control all budgets for purchasing and maintenance of equipment
- Control the team wages budget ensuring that health and safety requirements are covered in the first instance.
- Oversee administration of payroll / invoice / ordering.
- Liaise with other Heads of Department regularly to ensure all understand operational activities in the Oasis and Lido.

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Leadership experience of large teams</li> <li>• Able to role model the Company values and behaviours and instil them into the team</li> <li>• Able to motivate team and individuals</li> <li>• Good spoken and written English</li> <li>• Personable and presentable</li> <li>• Strong interpersonal skills</li> <li>• Good communicator who is strong-willed and resilient</li> <li>• Customer service team leadership experience, preferably in a leisure setting</li> <li>• Able to work within a team environment</li> <li>• NPLQ certificate and lifeguard experienced</li> <li>• Pool Plant Operator qualified and experienced</li> <li>• Able to work weekends</li> <li>• Computer literate</li> <li>• Experience in complaint handling</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction  General health and safety  Fire safety  Moving and handling  COSHH  GDPR -E-Learning  Risk assessments  Cove Leader  Selected S.E.T. modules</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Has reviewed and met all team assessing suitability to current role.</li> <li>• Manager takes a 'hands on' approach to set the strategy for the team with specific goals and outcomes.</li> <li>• Supports and delivers team meetings and training sessions.</li> <li>• Leads and mentors senior team.</li> <li>• Has an excellent understanding of all gym and pool roles.</li> <li>• Has full understanding of complaint resolution procedures.</li> <li>• Has built good relationships with Owners and members</li> <li>• Oversees the Pool Plant Operation.</li> <li>• Has carried out a full review of general and COSHH risk assessments.</li> <li>• Is fully conversant in all administration functions pertaining to the Oasis and Lido.</li> <li>• Oversees and signs off all team rotas ensuring adherence to Health and Safety requirements.</li> <li>• Good working knowledge of other departments</li> </ul>	<p>Diversity and Inclusion#  Selected S.E.T. modules  PDRs  Performance Management and Disciplinary  Absence Management</p>
<p><b>Advancing</b></p>	

<ul style="list-style-type: none"> <li>• All team have had an appraisal and personal development plan in place.</li> <li>• Team performance overall is excellent.</li> <li>• Manager coaches and mentors senior team members,</li> <li>• Team exceeds membership targets.</li> <li>• Customer service levels exceeded.</li> <li>• Manages budget with Oasis Manager: works out pay rates, wages, cost of activities, profit.</li> </ul>	<p>Coaching and mentoring Budgets Selected S.E.T. modules</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• As part of personal development if appropriate shadows other HoDs.</li> <li>• Suggests practical ideas for improvement of the service that benefit the Owners/ Holidaymakers/ Members and Team.</li> </ul>	<p>External leadership course</p>
<p><b>Key measures</b></p> <p>Team Survey Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio Health and Safety Audit</p>	