

## ROLE PROFILE

### Head of Leisure & Activities

Reporting to: General Manager

Role purpose:

To lead, manage and motivate a team of Managers, team leaders and team members to deliver world class leisure experiences to our guests and holiday home owners.

### 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 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 activities to meet customer demand and generate revenue.
- Work with Halo marketing to maximise sales - using promotions for Owners, holidaymakers and local visitors.
- Handle complaints and incidents, e.g. accidents, emergencies in an efficient and timely manner where team member has been unable to resolve.
- Oversee, lead and support the coordination of all daily operations for all Leisure facilities in both the white horse complex and waterfront quays to deliver the best possible experience for customers.
- Ensure all H&S requirements are implemented
- Oversee Wave Rider Plant Room operations ensuring that faults are reported and repaired as soon as possible.
- Organise an ongoing preventative maintenance plan for all Leisure facilities
- 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 within the department
- To develop annual plans to grow the activity programme
- To liaise with external providers

<b>Progression in role:</b>  <b>Entry</b> <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>• Pool Plant Operator qualified and experienced</li> <li>• Able to work weekends</li> <li>• Computer literate</li> <li>• Experience in complaint handling</li> </ul>	<b>Training for role</b>  Company orientation and induction General health and safety Fire safety Moving and handling COSHH Risk assessments Cove Leader Selected S.E.T. modules GDPR E-Learning
<b>Competent – three months</b> <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 Leisure facilities and activities</li> <li>• Has full understanding of complaint resolution procedures.</li> <li>• Has built good relationships with Owners and members</li> <li>• Oversees the Wave Rider 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</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>	Selected S.E.T. modules Appraisals Performance Management and Disciplinary Absence Management Train the trainer courses (Activities) Diversity and Inclusion
<b>Advancing</b> <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> </ul>	Budgets Selected S.E.T. modules

<ul style="list-style-type: none"> <li>• Manager coaches and mentors senior team members.</li> <li>• Customer service levels exceeded.</li> <li>• Manages budget with Leisure managers</li> </ul>	
<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/ and Team.</li> <li>• Coachee/ mentee support ongoing and recorded</li> </ul>	<p>Coaching and mentoring and/ or Leadership Development Programme</p>
<p><b>Key measures</b></p> <p>Budget contribution target  Team Survey  Holidaymaker survey: accommodation/ service/ holiday overall/ NPS  Owner survey  Complaint ratio  Health and Safety compliance Audit</p>	