

## ROLE PROFILE

<b>Hot Tubs Team Leader</b>	
Reporting to:	Operation Manager
<p>Role purpose:</p> <p>To lead and supervise management of water safety on resort relating to Pool and Hot tubs Reporting to Ops Manager</p>	
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Communicating effectively at all levels</li> <li>• Co-ordinate with Holiday sales manager, after sales manager and housekeeping.</li> <li>• Ensure safe operation of pool and Hot tubs</li> <li>• Monitor and Report any defects with machinery or eqpt.</li> <li>• First fix of defective equipment if possible</li> <li>• Complete relevant health and safety reports</li> <li>• Work with team and oversee safe operation of chemical dosing and monitoring</li> <li>• Train team in safe and effective use of chemicals and working</li> <li>• Review team work &amp; performance</li> <li>• Ensure team are compliant on mandatory training</li> <li>• Along with team, conduct daily equipment checks</li> <li>• Create and monitor team rosters</li> <li>• Organise and plan daily workflow and tasks for all hot tubs team</li> <li>• Seeking way to improve team and work efficiencies</li> <li>• Greet owners and holidaymakers and assist them were required</li> <li>• Completing inventory checks and order as appropriate</li> <li>• Managing a wage budget</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Good spoken and written English</li> <li>• Personable and confident with positive attitude</li> <li>• Attention to detail</li> <li>• Reliable</li> <li>• Has clean driving licence</li> <li>• Physically capable of hard manual labour</li> <li>• Knowledge of Hot Tubs, Plant Eqpt and Resort</li> <li>• Works well under pressure</li> <li>• Can work flexible hours</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 Cove Leader First Aid At Work STA level 3 – Pool and plant operative STA Level 2 – Water treatment &amp; Management</p>
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<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Supervises the team and leads by example</li> <li>• Good working relationship with Holiday sales and after sales</li> <li>• All checks are completed to a high standard and on time</li> <li>• Deals with high pressure when schedule changes at short notice</li> <li>• Takes a positive approach with the team to help work stresses</li> <li>• Leads team to maintain equipment in correct way</li> <li>• H&amp;S checks are accurate and up to date</li> <li>• Trains team members to improve skills and knowledge</li> <li>• Good relationships with owners, holidaymakers and colleagues</li> </ul>	<p>Diversity and Inclusion PDRs</p>
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Actively coaches individual team members who wish to develop knowledge and skills beyond basic competency</li> <li>• Has excellent park knowledge, including opening times etc. to pass on to anyone who asks</li> </ul>	<p>Coaching and mentoring</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Puts forward new, practical solutions to improve operations</li> </ul>	
<p><b>Key measures</b></p> <p>Owner survey Complaint ratio Manager feedback</p>	