

Job Description

Job title: Leisure & Entertainment Team Leader	Function: iDM
Reports to: LETM / Service Manager / Resort Manager / Destination Manager	Sub Function: in Destination Management
Level / Grade: n/a	Location: In Destination
<p>Job purpose: To lead, develop & motivate a team of Leisure & Entertainment employees, ensuring all company objectives & targets are communicated and reached. Ensure that the company's guidelines and health & safety standards are adhered to. Ensuring that all customers enjoy excellent entertainment on holiday, and provide an excellent customer service at all times.</p>	
<p>Key accountabilities and decision ownership:</p> <ul style="list-style-type: none"> To lead and motivate a team, installing a high level of responsibility and job ownership amongst the team To monitor the LE team performance providing training as agreed with the destination management team and feedback on day & evening performances To complete employee performance reviews in accordance with the company's guidelines To provide regular updates / feedback and provide support to the destination management team regarding operational, service delivery and employee progress To build a strong relationship with suppliers acting as an ambassador for LE & iDM To monitor and control income within the properties and manage liquidation processes, ensuring accurate cash handling procedures are in line with iDM guidelines High involvement in organising items required by the LE team Assist LE employees with reporting, achieve targets & high service level to customers To handle complaints and resolve problems if necessary To remain flexible at all times with regards to duties and working hours 	<p>Skills, know-how and experience:</p> <p>Must have / be:</p> <ul style="list-style-type: none"> Minimum Level 2 qualification in childcare OR vocal & dance ability Strong, credible presentation skills both verbally and written Experience of working successfully with customers and providing an excellent service to them Fluent in English & service language(s) of given market (s) Competent with technology and experience in quickly and effectively learning new systems and equipment including Microsoft Office knowledge Self-sufficient, self-motivated and independent <p>Preferred:</p> <ul style="list-style-type: none"> Proven track record in customer sales Worked minimum 1 summer within a LE frontline role <p>Technical / professional qualifications:</p> <ul style="list-style-type: none"> Good knowledge and experience in entertainment operations (preferable) Manual driving licence held for over 1 year (preferable)
<p>Key performance indicators:</p> <ul style="list-style-type: none"> Customer service, income and sales targets are met Receives unprompted, positive customer feedback 	<p>Direct reports:</p> <ul style="list-style-type: none"> Leisure & Entertainment employees