

Job title:	Operations Team Leader		
Level/Salary range:	£10.00 - £12.00 Per Hour	Position type:	Part Time (Friday-Sunday + additional days where required)
Reporting To	Operations Manager		
Email: josh.baker@statfold.com			
Job description			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Opening the site to guests when required. • Taking ownership to Toby's Barn & Retro Roller Disco when in the position. • Ensuring that Toby's Barn & Retro Roller Disco are guest ready before opening. • Dealing with staff absences to ensure that appropriate cover is sourced to continue Operating. • Ensure staff in Toby's Barn & Retro Roller Disco are performing to a high standard in line with COSWP. • Ensure the smooth running of Toby's Barn & Retro Roller Disco including Partys. • Rectify complains should they occur. • Handling cash correctly across Toby's Barn & Retro Roller Disco. • Ensuring all safety checks for Toby's Barn & Retro Roller Disco are completed. • Attend Medical issues should they occur. • The point of contact for all staff in Toby's Barn and Retro Roller Disco in person or via a Radio. <p>SELF-MANAGEMENT</p> <ul style="list-style-type: none"> • Comply with company rules and regulations and provisions contained in the employee handbook • Comply with company grooming standards • Comply with time and attendance policies • Comply with policies relating to the safety and welfare of all staff including equal opportunities and discrimination laws • Actively participate in training and development programs and maximize opportunities for self-development <p>Customer Service Demonstrate attributes in accordance with industry expectations and company standards including:</p> <ul style="list-style-type: none"> • Being attentive to guests and anticipating guests needs • Accurately and promptly fulfilling guest's requests • Maintain an elevated level of knowledge which affects the guest experience • Demonstrating a 'service with passion' attitude • Taking appropriate action to resolve guest complaints 			

- Ensure mystery guest requirements are adhered to, ensuring analysis of the results are shared with the team and action plans are discussed with relevant HOD's
- Reply to Guest Complaints where necessary including *trip advisor* and other online booking engines
- Review and update existing standards to ensure competitiveness

Health, Safety and Security

- Familiarize yourself with Company Health and Safety Policies, and ensure your areas promote and comply with them
- Take responsibility to rectify hazardous situations, accidents and near misses, reporting major areas of concern to your General Manager or designate
- Familiarize yourself with property safety, first aid and fire and emergency procedures and actively enforce these in your area of responsibility
- Ensure security incidents in your operational area are reviewed and corrective measures implemented to prevent recurring incidents
- In conjunction with the Emergency Response Team, prepare emergency procedures upon advice from relevant authority that cover such emergencies as Fire, Power Outrage, Bomb Threat, Cyclone Warnings, et

Risk Management

Staff must:

- To understand and co-operate with the company to achieve compliance with Fire, Life Safety legislation
- Take moral and legal responsibility for conducting themselves in their work so they do not expose themselves or others to risk
- Not promote or participate in horseplay, pranks, or practical jokes, which may result in an accident or injury
- Not intentionally or recklessly interfering with anything provided in the interests of safety
- Make careful use of safety equipment, such as gloves, goggles, aprons, overalls, shoes, and so on
- Return safety equipment to its designated storage area after use and reporting any equipment damage to the general manager
- Take reasonable care when storing, handling, and using chemicals and dangerous substances, lifting, and carrying, and using or cleaning dangerous work equipment, including machines
- Not undertake any activity which compromises their personal Fire, Life Safety, or the Fire, Life Safety of others
- Report all accidents, dangerous occurrences, or hazards, no matter how minor, to the supervisor or Heads of Department
- Ensure that staff are adequately supervised

General

- Comply with the Company's Corporate Code of Conduct
- Perform tasks as directed by the Manager in pursuit of the achievement of business goals