



## Job Description

### Shift Leader

<b>Job Title:</b>	Shift Leader
<b>Location:</b>	DIVR, London Westfield
<b>Hours of Work:</b>	40 hours per week
<b>Reports to:</b>	Operations Manager
<b>Accountable to:</b>	Operations Manager, Senior Management Team -Prague
<b>Key Relationships:</b>	Senior Managers and developers at DIVR Prague, Westfield Shopping Centre Management

#### Job Function:

Ensuring that the operational service is smooth, efficient and memorable. Operations responsibilities include; opening and closing the attraction, admissions and checking in services, supporting technical operations, guest inductions to the experience, cleaning and clearly demonstrating great guest care on a daily basis. The role will deputise for the Operations Manager in their absence and undertake elements of their role to ensure that the business is managed on an effective and efficient manner.

#### Key Tasks

##### General

- To control the site and make informed, timely and effective decisions on all aspects of the operation
- To proactively identify risks to Health and Safety on a daily basis by identifying hazards both physical and working practices and taking appropriate and effective corrective action
- To record Health and Safety related incidents following all documented procedures

- To ensure that all areas are manned in accordance with the daily rosta by trained and effective members of staff.
- To manage any third party contractors undertaking works on the premises ensuring that all works are undertaken in a safe manner and without disturbing the visitor experience
- To maximise sales in admissions and retail where appropriate
- Provide a cash/card handling service and support in the appropriate reporting of the information as required by the business.
- To deputise for the Operations Manager as required

## **Guest Experience**

- Ensure that the facility meets the highest standards with regard to its guest services.
- Ensure that the highest standards of presentation are maintained by staff throughout the experience
- Support the Operations Manager in continually review standards through means of internal and external quality auditing and report upon shortfalls in presentation
- Ensure that the highest level of guest service is maintained across the experience by working closely with all team members to foster a true 'team ethos' at the experience.
- Ensure that all guest complaints are dealt with in a prompt, professional and thorough manner.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service offered.
- Ensure that all areas of the experience are presented to the highest standards with particular regard to cleanliness and maintenance.
- Respond effectively to any incident on site which might require assistance of the emergency services (such as Police, Ambulance or Fire Services and internal rescue services).

## **People Management**

- Support the Operations Manager in the recruitment, development and retention of the best people to allow us to maximise the guests' experience, ensure the team's productivity and deliver the experience's aims and objectives.
- Oversee and monitor daily work schedules and rotas based on analysis of guest flow to maximise return on staffing investment.
- Support all staff with regular and constructive feedback on results.
- Ensure quality inductions and training of all new employees occurs
- Undertake regular statutory and job specific training for all staff.

- Line manage staff, including providing support and supervision, undertaking performance reviews if required, identifying training needs, dealing with poor performance, managing sickness and absence, record keeping and all other personnel management functions in line with policies and procedures
- Encourage a professional interest in health and safety in all staff. Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- Undertake daily, weekly and annual reviews of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.
- Undertake the role of VR Operator as and when required

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role.

To apply for the advertised roles please send your current CV and a covering letter explaining why you are the ideal match for the post and why you want to work with DIVR to; [kevin.smith@spiderentertainment.com](mailto:kevin.smith@spiderentertainment.com) Closing date for applications 24<sup>th</sup> April 2022