

Job Description

Job Title:	Fun Station Team Leader
Reporting to:	Area Manager
Salary:	TBC
Brand Scope:	Eurocamp and Al Fresco Holidays
Employing Company:	Greenbank Services Ltd

Purpose:

To manage the Kids Club team ensuring the delivery of excellent activities to children and adults ensuring all activities are exciting, engaging and organised.

Principle Accountabilities:

- To set up Kids' Club to company standards as explained in the manuals and during training ensuring that the programme is ready for opening.
- To plan activity programmes on a weekly basis, taking into consideration customer needs and the age of children on holiday.
- To manage, motivate and develop the Fun Station Representatives, including:
 - Assessing and providing feedback on individual performance
 - Carrying out performance reviews
 - Coaching
 - Initiating performance improvement plans where required
 - Allocation of workload
- To consistently plan, prepare and deliver high quality, varied, structured activity sessions in line with our activity plans.
- To transport and set up equipment correctly at activity area.
- To ensure that activities are fun, entertaining and inclusive of all nationalities.
- To ensure activities are tailored to the age group of the customers taking part.
- To fully participate in activities where necessary including demonstrating equipment, joining in with games and sports, and 'getting into character' with fancy dress and face paint.
- To ensure that all health and safety policies/procedures are followed at all times both during and outside of activity times.
- To successfully promote and advertise the service to customers on the campsite.
- To ensure the safe and correct use of all equipment in line with operating policies.
- To carry out risk assessments on all activity areas and campsite facilities before use.
- To ensure all activity areas and tents are clean, tidy and inviting.
- To build and maintain relationships with all customers.
- To ensure all notice boards are completed, well displayed and that information shown is precise and regularly updated.
- To communicate effectively with customers, colleagues, campsite management, and senior staff.
- To resolve any problems and handle any complaints that may arise.
- To follow the companies safeguarding procedure and promote the wellbeing of children and young people.
- To submit neat and accurate reports and paperwork to a senior staff member as required.
- To remain flexible at all times with regards to duties and working hours; including working split shifts where necessary.

Requirements – Fun Station Team Leader

Knowledge, Skills and Attitude

Essential

- 18+
- Good working knowledge of English language
- Experience of managing and developing people, coaching and providing feedback
- Ability to plan, organise and make efficient use of resources
- Ability to make decisions and solve problems
- Willingness to work with different age groups
- An ability to engage with and enthuse children and young adults
- Willingness to learn

Preferred

- Experience of supporting and motivating a team
- Working knowledge of a European language (French, German, Dutch)
- Previous experience of working with children
- Leads by example
- Able to communicate effectively with children and adults
- Knowledge of safety procedures
- Confident to deal with challenging situations
- A working knowledge of IT (Google Drive, smartphones, tablets & cloud based systems)
- A valid First Aid qualification (training opportunities are available)
- DBS/Garda/PVG Certificate (valid until end of contract)

