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| **Mytime Active** |
| **JOB DESCRIPTION** |
| **TITLE: Family Entertainment Manager (Bowling, Soft Play and Party Manager)** | **BUSINESS UNIT: Bromley and London** -**Pavilion** |
| **POST NO:** | **REPORTS TO: Operations or Business Manager (Assistant General Manager)** |

# MAIN PURPOSE & KEY AREAS:

* **Management and responsibility for** - **Soft play (buzz zone), term time/holiday courses courses, Birthday Parties, school activities, children's events, Arcade area and all Bowling products and services.**
* **Staffing and HR** - **Soft play/bowling assistants, party hosts, coaches, soft play/bowling reception. To manage and oversee staff Induction, training and development, recruitment and probation, 1-2-1'sand performanc.e**
* **Staff Engagement**
* **Marketing and Communication** - **Schools and nurseries, in/external marketing and outreach, website, social media, children, adult and family markets etc. Use of Marketing Hub, corporate branding and toolkits**
* **School Partnership and community links**
* **P&L/Budget** - **delivery to forecasted P&L and budget targets**
* **Customers** - **feedback, customer service and delivery. To provide an excellent experience for every visitor at the Pavilion's bowling, soft play, arcade, events and parties**
* **To manage bowling. Soft play and party staff, ensuring a commitment to excellent customer care and service, staff development, a positive work ethic and teamwork/collaboration.**
* **Management and responsibility for all birthday parties delivery**
* **Event planning and management**
* **H&S and quality responsibilities**
* **To work towards the main aim from the company strategic plan** - **increase turnover (EBITDA 2 fold), increase social impact and wellbeing, increase staff engagement.**

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

1. Management and responsibility for all soft play, bowling, Arcade and party products and performance

- design, implementation, delivery and achievement of income, expenditure and occupancy targets.

1. Staff management - recruitment, training, development, absence management, staff 1-2-1 and performance, timesheets
2. Marketing and communication - total responsibility for the marketing and promotion of soft play, bowling services and products, events, sessions, courses, activities and parties. Attending local events, fairs and school for marketing distribution. Use all forms of marketing media - website, Registration data base, e-blast and social media. Complete regular in and outreach. To produce and

manaqe an annual marketinq and events plan in support of the events and activities in order to

maximise income , profit and positive PR for Mytime Bowling and Soft Play at the Pavilion.

1. School partnership, link and contacts - access into schools and databases, attending and supporting local events, network to marketing and promote the Pavilion, email data base of schools and partners etc.
2. Delivery to P&L and forecast target - occupancy targets, sales targets, monthly targets and objectives.
3. Customer feedback, customer service, surveys, SLAs
4. Maintain a profile presence in soft play and bowling, ensuring a high level of interaction with staff and customers.
5. Supervise, train and develop staff/ party staff, ensuring high standards at all times, through the Skills Matrix and Mytime's 1-2-1's/competencies and SLAs
6. Deliver excellent customer service and feedback any key issues to the Assistant General Manager. Respond quickly and efficiently to any complaints from staff or customers.
7. Ensure that there is compliance with Health & Safety regulations and Mytime's QMS procedures and quality standards are adhered to at all times.
8. Manage effective staff rotas.
9. Ensure a consistently high standard of maintenance and cleanliness in all areas.
10. Undertake monthly monitoring, report on bookings, income generated and take up.
11. Ensure accurate, secure cash handing including till transactions, procedures and reconciliations.
12. Liaise with Food & Beverage Manager to deliver an efficient, friendly and hygienic Food & Beverage service to the general public and parties.
13. Effectively manage the booking process for all children's activities and bowling and provide customers with accurate information about all programmes, products memberships and promotions.
14. Deliver and develop innovative programmes and events to ensure Mytime Bowling and soft play products remains exciting, and is able to attract repeat and new business from a wide range of target audiences.
15. Leadership, direction, motivation and teamwork.
16. To work closely with other heads of departments to ensure an efficient service delivery model is achieved sharing resources where appropriate.
17. Produce financial forecasts and utilisation reports on a daily, weekly, monthly, quarterly and annual basis to continually improve the service and the overall performance of the site.
18. To be fully responsible for all procedures that relate to delivery of Mytime Bowling, Soft Play and Parties at the Pavilion Leisure Centre including adherence to financial, staff and site specific procedures. Also ensure that Mytime Bowling procedures are updated and accurate through completion of these within the Mytime Quality Management Procedures
19. Any other relevant duties commensurate with role.

**DATE OF LAST REVIEW: August 2019**

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