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| Mytime Active | |
| JOB DESCRIPTION | |
| TITLE: Bowling Senior Technician | BUSINESS UNIT: Bromley and London - Pavilion |
| POST NO: | REPORTS TO: Operations or Business Manager (Assistant General Manager) |

**MAIN** PURPOSE & KEY AREAS:

* Overall Management and Responsibility for the bowling lanes operations, maintenance, servicing, cleaning and quality delivery
* Management and responsibility for bowling technicians, pin chasers and flexible staff
* Working Relationship with Qubica AMF (Bowling provider)
* **Responsible for product and service improvement and development**
* **Management of any service contracts and all ordering of parts and stock**
* **Provide excellent customer service and experience to all customers**
* **H&S management**

## SUMMARY OF DUTIES AND RESPONSIBILITIES

1. Management and responsibility for upkeep and maintenance of all bowling lanes, equipment and machinery
2. PPM schedule and maintenance plan in place outside of operating bowling hours
3. Customer service and support on the lanes and for all bowling customers
4. Staff management - recruitment, training, development, absence management, staff 1-2-1
5. Weekly and monthly ordering of stock and equipment
6. Daily and weekly cleaning schedules
7. Support during large bookings and events
8. Delivery to P&L and forecast target - occupancy targets, sales targets, monthly targets and objectives.
9. Customer feedback, customer service, surveys, SLAs
10. Maintain a profile presence in bowling, ensuring a high level of interaction with staff and customers.
11. Supervise, train and develop bowling technicians, pin chasers, bowling/soft play assistants and HOD's, ensuring high standards at all times, through the Skills Matrix and Mytime's 1-2- 1's/competenciesand SLAs
12. Deliver excellent customer service and feedback any key issues to the Operations Manager (AGM). Respond quickly and efficiently to any complaints from staff or customers.
13. Ensure that there is compliance with Health & Safety regulations and Mytime's OMS procedures and quality standards are adhered to at all times.
14. Manage effective staff rotas.
15. Ensure a consistently high standard of maintenance and cleanliness in all bowling areas.
16. Leadership, direction, motivation and teamwork. To have a positive work ethic and

teamwork/collaboration at all times. Good communication and intearation will be essential with the

**DATE OF LAST REVIEW: August 2019**

F&B, Soft Play/Bowling team and all Heads of Departments.

1. To work closely with other heads of departments to ensure an efficient service delivery model is achieved sharing resources where appropriate.
2. To be fully responsible for all procedures that relate to the operations and technical aspect of bowling. Also ensure that Mytime Bowling procedures are updated and accurate through completion of these within the Mytime Quality Management Procedures
3. Any other relevant duties commensurate with role.

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| **PERSON SPECIFICATION** | |
| **TITLE: Bowling Senior Technician** | **BUSINESS UNIT: Bromley and London** -  **Pavilion** |
| **POST NO:** | **REPORTS TO: Operations or Business Manager (Assistant General Manager)** |

**SKILLS AND ABILITIES:**

Excellent customer service skills. With motivation and desire to serve the public. Proven planning, decision making and organisational skills.

Ability to lead, motivate and supervise a team of staff.

Well-developed communication skills to ensure effective communication with a wide range of individuals, includinQ customers and colleaQues .

**EXPERIENCE:**

Previous experience of working with Bowling system, machinery and equipment (technical experience) Excellent cleaning standards

Experience of supervising the work of others.

Experience of workinq effectively as a team member and on own initiative

**QUALIFICATIONS:**

Any technical, trade or bowling qualifications

**CONDITIONS OF EMPLOYMENT:**

Post involves morning, evenings, weekend and Bank Holiday work as part of the core duties. Plus attending events, outreach and external promotions.

Conditional upon health clearance, employment/education references, enhanced DBS check and is exempt from the Rehabilitation of Offenders Act.

## I DATE OF LAST REVIEW: August 2019