

Activity Barn/Leisure Manager



Location – LANDAL PIPERDAM

As Activity Barn/Leisure Manager, and part of the senior management team, you will be required to oversee all operations within the Activity Barn (Little Pipers Soft Play/Café) and bring to life a schedule of fun, interactive and exciting 'Go Active' activities run for our guests. You will have accountability and responsibility for driving excellent customer service standards, exceeding expectations, while driving higher revenues: manage all aspects of budgeting, planning, while following all health and safety protocols and implement change as required. You will also be required to attend management meetings and report as necessary to the Operations Manager/ General Manager.

Main duties and responsibilities:

- To work as part of a team delivering outstanding customer service and standards
- Leading the Little Pipers Soft Play/Go Active team to ensure the department meets the daily, weekly, monthly and annual targets, through structured scheduling and planning of activities.
- Building relationships with guests and colleagues to resolve queries within agreed timescales and follow through to beyond satisfaction
- Training the team to deliver exceptional standards in line with all company guidelines and policies
- Taking a pro-active approach to customer complaint handling to pre-empt issues/problems and where formal complaints are received these are handled to company policies and procedures
- Managing effectively a budget and working within budget parameters.
- Purchasing - daily, weekly, monthly and annually as required for your dept.
- Ensure the team follow all H&S policy on resort and liaising with the appointed H&S manager where necessary.
- To further develop the brand/product to regularly review all programmes to propose and initiate new activities in keeping with on current trends.
- Participating in training courses to further develop customer experiences and product
- To work with the marketing team to focus on other income generating streams which could be possible in the Barn/Leisure areas
- Working closely with all other business areas of Piperdam to deliver on overall KPIs set

Key Skills and Experience:

- Management experience of working with the public is essential and you will preferably have experience of previously working in a soft play centre/activity setting/customer service-related role
- Excellent leadership and team-management/engagement skills
- Excellent communication skills both oral and written
- First class interpersonal skills
- Passionate about physical exercise and working with children and adults of all ages
- Self-motivated, able to motivate, influence and inspire others
- Knowledge of health and safety would be advantageous as you will be required to ensure health and safety is adhered to
- A solid understanding of budgets and cost controls
- A welcoming, friendly and outgoing manner with the passion and ambition to develop the product and brand
- A high level of attention to detail, demonstrating high levels of quality
- A hands-on approach
- Flexible and adaptable re working hours, including weekends depending on business needs.
- The ability to remain calm under pressure
- Excellent problem-solving skills

Job Type:

Full-time

Salary: £25,000 to £27,000

ABOUT THE BENEFITS

Piperdam is a fantastic place to work and the benefits are as impressive as they are unique. Here are just a few:

- Competitive holiday entitlement
- Pension
- Competitive pay
- Holiday lodge discount across group resorts
- Access to Additional Training
- Training and development to progress within the company
- Use of golf/Leisure club facilities

To apply for this position please click on the link below:
<https://www.piperdam.com/about-us/vacancies/apply-for-a-job/>