



JOB DESCRIPTION

Position Title	:	Team Leader - Entertainments & Events
Department	:	OPS - Entertainments & Events
Grade	:	7
Contract Type	:	Permanent

Scope of work (JOB PURPOSE)

The Entertainment & Events (E&E) department in LEGOLAND Dubai creates opportunities for memorable guest experiences within the park. That is through performances, shows, characters and annual events driven by the LEGO brand delivery and an extensive level of guest services.

To ensure the highest level of standards are achieved and maintained throughout the daily operation of the Entertainment & Events Department. In charge for overall performance of the Entertainment & Events attendants in accordance with Merlin Safety Standards as well as departmental policies and procedures.

Team Leaders to provide directions to Entertainment & Events Front Line Team on daily bases.

Team Leaders to ensure that the company standards and values are met and developed through working relationships with all levels within the department. To enforce procedures and trainings to nurture behavior where the health and safety of our guests and staff is of paramount importance while providing the highest standards of guest satisfaction. Expected to drive our key operating standards of Safety, Service, Quality and Efficiency. Expected to take the role of Front Lines when needed.

Main Responsibilities

- Exceed guest expectations through ensuring departmental team deliver to agreed service standards
- Supporting the Entertainment & Events Management Team in organising and implementation of the training of the front-line team to required standards within time frames set
- Working alongside key operational stakeholders of the theme park facility to ensure all standards and KPI's are met
- Show a well-developed sensitivity to customer needs by continually monitoring employee and guest interaction and acting on departmental results.
- Assist the Entertainment & Events Management Team in ensuring risk assessments are carried out in line with procedures and are updated regularly as ongoing "live" documents
- Actively demonstrate the company values to all colleagues.
- Deliver regular meetings with direct team and attend all required meetings with the middle/senior management team to ensure effective communication within the department
- Establish and maintain effective lines of communication throughout the department by providing operational presence
- Monitor key indicators (Sick leaves, absenteeism etc.) daily operation updates to be communicated with the Entertainment & Events Management Team

Disclaimer: Job descriptions are not exhaustive and the job holder may be required to undertake duties which are in line with but not limited to the above responsibilities



- Motivate, manage and develop the team in line with company standards and values
- Promote a fun working environment
- Apply positive performance management effectively throughout the team and minimise the challenges to the team

Health & Safety

To take reasonable care for the health and safety of himself and of other persons who may be affected through your work activities.

To cooperate with and support the LEGOLAND Dubai Management to allow the business to fulfill its legal responsibilities through:

- Following reasonable instruction related to health & safety
- Reporting dangerous situations or deficiencies in health & safety arrangements
- To only use work equipment in accordance with training
- To not interfere or misuse anything provided for the purposes for health & safety

Qualifications, Experience, & Skills

Required Experience:

- A minimum of 3-year experience in an Operational role in hospitality/entertainment

Job-Specific Skills:

- Fluent in both written and oral English
- Proficient in Microsoft Office programmes, email etc

Additional Experience

- Previous experience is the following fields; Entertainment, Themepark, Childcare
- Previous experience in leading a team

Job Dimensions

Immediate Superior	Entertainment & Events Supervisor
Immediate Subordinates	Entertainment & Events Frontline Attendants

Prepared by:

Name:
Director – Department

Approved by:

Name:
GM – LEGOLAND Dubai

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