

Play Services Manager



Job Description

Organisation: The Megacentre Rayleigh Ltd

Address: The MegaCentre Rayleigh, 7 Brook Road, Rayleigh, Essex, SS6 7UT

Tel: 01268 779100

Wage: £23,800 - £26,000

Hours: 40 hours per week

Job Title: Play Services Manager

Responsible To: Business Director/ Centre Manager

Job Purpose: The MegaCentre Rayleigh exists to bring joy, hope and life for the whole community. We offer support to young people, children and families, providing positive activity, holistic support and high quality community facilities.

You will work within the Play Services team at the Megacentre Rayleigh, leading the team as well as being responsible for managing shift operations, overseeing public engagement and staff within Reception, Catering, Megazone Laser Arena, the Megaplay Softplay structure, the Sensory Room and wider building.

Job Description:

We are seeking a dynamic and organised individual to join our team as a Play Worker Team Manager/Duty Manager. In this role, you will be responsible for leading and managing the Play Worker team, coordinating and planning birthday parties, as well as serving as a duty manager during shifts.

Responsibilities:

- Line management of the Play Worker team, including recruitment, training, scheduling, and performance management.
- Planning and organising birthday parties, ensuring a memorable experience for guests while adhering to company standards and policies.
- Collaborating with the sales and marketing team to identify opportunities to enhance party offerings and attract more customers.
- Implementing strategies to increase sales of parties, such as creating promotional packages and upselling additional services.
- Serving as a point of contact for party bookings, handling inquiries, and providing excellent customer service.
- Supervising and coordinating Play Worker's during events, ensuring smooth operations and customer satisfaction.
- Acting as a duty manager during shifts, overseeing daily operations, addressing customer concerns, and ensuring a safe and welcoming environment for all guests.
- Collaborating with other departments to ensure seamless coordination of activities and events.
- Upholding company policies and procedures, including safety protocols and cleanliness standards.
- Act as a key holder, completing cashing up duties and opening/closing procedures for all areas

Key Result Areas

- Previous experience in a managerial role, preferably in the hospitality or entertainment industry.
- Strong leadership skills with the ability to motivate and develop a team.
- Excellent organisational and multitasking abilities.
- Exceptional communication and interpersonal skills.
- Ability to work effectively in a fast-paced environment and remain calm under pressure.
- Flexibility to work evenings, weekends, and holidays as required.
- Knowledge of basic computer applications and point-of-sale systems.
- A passion for delivering outstanding customer service and creating memorable experiences for guests.
- Proven ability to drive sales and implement strategies to improve party offerings.

Discretion to Act

The worker will have the authority to act within the parameters set by the Chief Executive Officer and Management Team.

Environment

The MegaCentre Rayleigh is the registered company 'MegaCentre Rayleigh Ltd' which is fully owned by the charity 'Active Christian Trust' (#1015452). These 2 entities work together to meet the aims stated under 'Job Purpose'.

In Service Training

The person appointed will be expected to participate in In-service Training Modules and other learning opportunities as deemed appropriate by your line Manager, for which budgetary provision will be made.

Miscellaneous:

The Chief Executive Officer will be responsible for carrying out regular supervision sessions and work reviews with the post holder.

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