



## JOB DESCRIPTION

**Position Title** : Entertainment & Events Team Leader

**Department** : Operations

### Scope of work (JOB PURPOSE)

The Entertainment & Events (E&E) department in LEGOLAND Dubai creates opportunities for memorable guest experiences within the park and Hotel. That is through performances, workshops, characters and annual events driven by the LEGO brand.

To ensure the highest level of standards are achieved and maintained throughout the daily operation of the Entertainment & Events Department. In charge of 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 organisation and implementation of the training of the front-line team to required standards within time frames set
- Host activities/games during our special events
- Assist in the preparation & installation for all Park Events (flexibility to work late evenings)
- Assist/Host events including Building Experiences, activities and additional games
- 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
- Motivate, manage and develop the team in line with company standards and values
- Promote a fun working environment

**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



## 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 2-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, Theme park, Childcare
- Previous experience in leading a team

## To Apply

Please email your CV and Covering letter to [Maitha.Alharmoudi@LEGOLAND.ae](mailto:Maitha.Alharmoudi@LEGOLAND.ae)