



JOB DESCRIPTION

Position Title	:	Manager – Attractions
Department	:	Operations
Grade	:	Level 4
Contract Type	:	Limited

Scope of work (JOB PURPOSE)

Lead, maintain, continually improve and uphold the safe operational delivery of the LEGOLAND Dubai Theme Park (Attractions) while ensuring the company standards and values are met and developed through working relationships with all levels. To provide direction to the Attractions team through departmental managers and supervisory team. To implement procedures, trainings to nurture a behaviour where the health and safety of our guests and staff is of paramount priority while providing the highest standards of guest satisfaction.

Main Responsibilities

OPERATIONS

- To provide safest possible environment to the guests and staff within the park facilities.
- Exceed guest expectations through ensuring departmental team deliver to agreed service standards.
- Organise and Implement the training of the Attractions operator and attendant position teams to required standards within timeframes set.
- To create and maintain a safety focused environment throughout the department, assisting with the creation and implementation of departmental training and auditing procedures.
- 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 such as Mystery Shopper and customer satisfaction scores.
- Carry out the role of Park Duty Manager on a rota basis.
- Ensure 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.
- Chair regular meetings with direct team within required intervals and attend weekly meeting with senior team to ensure consistent flow of communication throughout the department and the company.

MARKETING

- Liaise with Marketing/Revenue Management teams to communicate occupancy/offers/other relevant information.
- Contribute to Park Dynamic Events, supporting the operational team as and when necessary.
- To promote LEGOLAND Dubai as an employer of choice.

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



FINANCIAL

- Responsible for relevant department budgets, reviewing forecasts monthly and compile and submit annually or as required.
- Authorise the issue of complimentary tickets or services when resolving guest complaints.
- Submit and manage future capital projects and expenditure to the Director of Operations.
- Identify and plan for contingencies as required.
- Manage OPEX wages and line items to achieve budgets set.

DEVELOPMENT

- Communicate on a continual basis with other senior managers to ensure best practice is achieved across the parks.
- Monitor proposed and actual changes to current legislation and ensure company compliance (e.g. Health & Safety).
- Absolute involvement in future theme park capital projects and implementation to ensure total project success.
- Recommend and develop new products/ways of working to improve profitability, including maximising/converting upselling opportunities.
- Use departments historical data and information to maximise commercial opportunities.
- Set and agree individual department objectives in line with the business strategy and team development.

PEOPLE

- Ensures recruitment is appropriate to business operation and continually monitors key indicators (turnover, absence etc) and ensures that, in liaison with other departments, we support and develop the team.
- Motivate, manage and develop the team in line with company standards and values including responsibility for the departmental training programme.
- Promote a fun working environment.
- Apply positive performance management effectively throughout the team and minimise the challenges to the team.

Health & Safety

Managers are responsible for all aspects of Health, Safety & Security within their department, in line with the Group Policy (HS001). In particular, they must ensure that risk assessments have been carried out, that safe working procedures are in place for all work activities and that all employees under their management are aware of the Group Health, Safety and Security Policy and their obligations under it. They must ensure that safe working practices are monitored and that risk assessments and procedures are reviewed regularly. Where incidents do occur, they must ensure that they are investigated appropriately and that where necessary, corrective action is taken to ensure that such incidents are not repeated

Qualifications, Experience, & Skills

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**Required Experience:**

- Requires a minimum of five years in Theme Park or related customer service with Financial experience.
- At least three years of managerial experience is required, preferably from within the leisure industry

Preferred Qualifications:

- Bachelor degree or equivalent level of education

Job-Specific Skills:

- Experience in budget preparation and control (operating expenses and Labour)
- Requires excellent organizational and planning skills, with the ability to execute multiple tasks.
- Strong understanding of the creation and management of risk assessments, SOP's and EAP's within a theme park environment
- Self-motivated and demonstrated initiative, with strong problem solving skills.
- History of supporting colleagues and staff, with demonstrated leadership and management skills.
- Strong problem solving and communication skills
- Must be customer service driven with an understanding of the needs of the guests.
- Requires the ability to make objective decisions quickly under stressful conditions, adapting to new demands and situations while remaining calm.
- Competent in all aspects of Microsoft Office (Word, Excel, e-mail, Power Point) are required.
- Strong administration skills
- Able to focus and prioritize
- Fluent English in both oral and written
- Previous work experience in Hospitality or Theme Park
- Excellent understanding on culture awareness and the unique environment of the UAE
- Plan & organize: All staff meetings

Additional Experience

- Work at height

Job Dimensions	
Immediate Superior	Head of Operations
Immediate Subordinates	Assistant Manager

Prepared by:

Name:
Head of Operations– Department

Approved by:

Name:
GM – LEGOLAND Dubai

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