



## JOB DESCRIPTION

<b>Position Title</b>	<b>: Assistant Manager – Wardrobe and Park Presentation</b>
<b>Department</b>	<b>: Operations</b>
<b>Grade</b>	<b>: Level 5</b>
<b>Contract Type</b>	<b>: Limited</b>

### Scope of work (JOB PURPOSE)

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

The Wardrobe and Park Presentation Assistant Manager will be ultimately responsible for the management of all uniform and costume requirements for LEGOLAND® Dubai as well as for the management of all “on park” cleaning services and related processes to ensure high standards of park presentation is maintained at all times, thus will play a key role in the branded appearance of the product that we are all so proud of. Responsibilities will include overall Park Cleanliness, washroom facility staffing and management, daily Office and Back of House presentation standards, all in line with company standards.

Working closely with 3<sup>rd</sup> party contractors, the procurement team, the operations, Facility Management teams and departmental heads, they will manage the distribution, allocation, laundering, adjustment (when required), auditing, tracking and restocking of all LEGOLAND Dubai wardrobe assets as well as practical organization of day to day cleaning operation ensuring perfect park presentation during operational hours as well as supporting other departments in the achievements of the same.

Responsible for the Wardrobe and Park Presentation department management in all aspects of the business.

### Main Responsibilities

#### Operations

- To provide safest possible environment to staff within the park facilities.
- To manage the exceptional uniform presentation standards demanded of by the LEGOLAND Dubai product
- To manage the exceptional park presentation standards demanded of by the LEGOLAND Dubai product.
- To manage daily uniform and costume requirements and their distribution
- To manage daily cleaning requirements of both: theme park and waterpark.
- To manage, service and audit all daily laundry and cleaning requirements through both internal operation and 3<sup>rd</sup> party contractors
- Deliver at or below the agreed operating budgets for the Wardrobe and park Presentation team.
- To Manage the Seamstress team in the adjustment of uniform and costume provision where required
- Ensuring departmental team deliver to agreed service standards by the Park Operations Manager and Director of Operations.

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- Organise and Implement the training of the Wardrobe and park Presentation teams to agreed 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.
- 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.
- To take up Park Duty Manager role on scheduled bases.

## 2. **Marketing**

- Contribute to Park Dynamic Events, supporting the operational team as and when necessary.
- To promote LEGOLAND Dubai as an employer of choice.

## 3. **Financial**

- Responsible for managing relevant department budgets.
- Submit and manage future capital projects and expenditure.
- Identify and plan for contingencies as required.
- Manage OPEX wages and line items to achieve budgets set.

## 4. **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.

## 5. **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 (including COSHH management) 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

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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

#### Required Qualifications:

- Preferable bachelor's degree or extensive specific experience in the Leisure or Hospitality management industry (Cleaning and/or Wardrobe field) for 5 or above years.

#### Required Experience:

- Requires a minimum of three years in Theme Park or related customer service, with Cleaning services/Uniform selection expertise along with financial experience.
- At least three years of managerial experience is required, preferably from within the leisure industry

#### 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.

#### Additional Experience

- Competent in all aspects of Microsoft Office (Word, Excel, e-mail, Power Point) are required.

### Job Dimensions

Immediate Superior

Head of Operations – Operations

Immediate Subordinates

Supervisors – Wardrobe and Park Presentation

**To Apply Please email your CV and Covering letter to [poonam.suri@legoland.ae](mailto:poonam.suri@legoland.ae)**

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