



360 Shift Supervisor

Full time & part time contracts available plus evening / weekend only contracts.

Up to £19,000 PA & Benefits. To commence March 2018.

Role:

- To take genuine ownership for & ensure the safe operation of 360.
- To make a positive difference & lead the 360 Crew to deliver an exceptional customer experience at all times.
- To be committed to leading 360 to achieve its vision of being the best beach front destination in Wales.

Responsibilities:

- Key holder who opens & closes the business
- Oversee the safe operation of all aspects of 360, including land based & watersports, Café operations, public & private events
- Follow all processes & procedures
- Ensure cleanliness standards are met & maintained at all times
- Inspect what you expect to ensure required standards are met
- Assist in maintaining a 5* Food Hygiene rating
- Ensure all food & drink is consistency produced & delivered to the customer within service timeframes
- Swiftly & effectively deal with & log any customer issues
- Communicate with the Crew in a clear & positive way so they have clarity of purpose
- Give recognition & praise for a job well done
- Ensure the Crew & yourself have sufficient breaks
- Uphold the companies grievance, disciplinary & harassment policies
- Report & address maintenance / H&S issues in a timely manner
- Swiftly & effectively deal with & log all incidents / accidents
- Check stock levels & place orders within deadlines
- Oversee sport / event / function bookings

- Clear & concise diary management
- Assist with admin tasks as required
- Cash handling & safe storage of company monies
- Check & respond to emails, phone messages & comment cards
- Complete any other tasks as required / requested to meet the changing operational demands of the business

Person:

Essential:

- Champion the customer & constantly challenge to improve their experience
- Positively impact the business & its results on a daily basis
- Strong eye for detail
- Personal & professional pride in all you do
- Lead by example at all times
- No acceptance of mediocre performance
- Tackle difficult situations quickly & effectively
- Unrelenting drive to be the best
- Enthusiastic, passionate & knowledgeable
- Drive & energy to motivate, enthuse & manage others
- Ability to communicate professionally at all times
- Be reliable, flexible & contactable
- Meet agreed deadlines
- You will be expected to work weekends / bank holidays / school holidays / late nights / early mornings to meet the changing operational demands of the business

Desirable:

- Previous leadership experience
- Relevant qualifications

To apply please download & complete a Bay Sports Limited Application Form from our website www.360swansea.co.uk/about-us/jobs/ & email to Kate Hannington, 360 General Manager, kate@360swansea.co.uk or post your application to Kate Hannington, 360 Beach & Watersports, Mumbles Road, Swansea, SA2 0AY.

All employees are subject to a Criminal Record Check. Minimum age for applicants is 18. C.V's & covering letters should not be sent as they will not be read, a Bay Sports Limited Application Form should instead be completed in detail & contain all relevant information. We look forward to receiving your application.

The closing date for applications is 14.01.18.