



Job Description & Person Specification

Job title:	Party Duty Manager (Sundays)
Department:	Party Team
Reports to:	Company Owner
Direct Reports:	Party Coordinators

Job Overview

As Weekend Party Duty Manager (Sundays), you are responsible for ensuring high levels of customer service are delivered and expressed through the dedicated Party Engagement Team, by providing engaging enthusiasm and outgoingness to deliver the customer experience.

As Weekend Party Duty Manager, you are the main point of contact for the children and their guardians, whilst managing a small team to ensure daily tasks are completed on time and to the highest cleanliness and safety standards.

Responsibilities and Duties

- Managing a small team to deliver high levels of customer service with an enthusiastic and friendly approach
- To ensure engagement and interaction are implemented into children's parties with fun interacting activities and optional party games.
- To ensure daily tasks and projects are completed such as cleaning, photocopying and stock-fills
- To assist the Senior Management Team with conducting health & safety risk assessments and food hygiene assessments for both the safety of the customers and the staff on duty
- To lead and provide support for a team of engaging Party Coordinators
- To assist Senior Management Team to provide a fun, safe and secure environment for all staff and customers
- To ensure Jackaboos is clean, tidy and presentable for the customers at all times.
- To always have a friendly, fun and engaging presence that represents the Jackaboos brand above and beyond

Other Duties Include

- Opening and closing of the venue and ensuring all safety checks have been conducted and corrected where necessary.
- Handling payments both cash and card
- Communicating with the customer via telephone and face-to-face

- To assist Senior Management Team with employee duties including training and development sessions, recruitment and interviews, employee reviews (1-2-1s)
- To adhere to all statutory and company policies and procedures

Person Specification

Components	Essential / Desirable
• Must be aged 20+	Essential
• Previous managerial experience	Desirable
• Excellent communication skills	Essential
• Excellent time management	Essential
• Good motivational and inspirational skills	Essential
• Outgoing, friendly and enthusiastic	Essential

To apply for this role, please email your CV and covering letter to team@jackaboos.co.uk describing your skills, outlining your personality and why you would be a great match to join the Jackaboos Team.