



Role Profile

Job Role:	Attractions Crew
Salary:	Grade A-1
Competency Band:	1
Location:	Across KAL
Responsible To:	Assistant Operations Manager / Team Leaders / Catering Team Leader depending on site
Responsible For:	None

Role Description

Our Attractions Crew are vital in making our Yeah! Days Out a success ensuring that our customers have a fun and safe experience whilst maintaining excitement throughout their entire visit.

Crew members will be adaptable and be able to think on their feet in order to provide an energetic and fast paced environment.

Key Tasks

- Work as part of a team to provide outstanding customer service
- Engage and interact with customers in a fun and enthusiastic manner from the start to the end of their experience
- Deliver Yeah! Days Out attractions with creativity and imagination
- Ensure all equipment is set up and prepared prior to customers arriving
- Maintain tidiness throughout the attraction area and clean all areas at the end of the day.

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills



longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential Criteria

- The ability to demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- Experience of working with children/people
- The ability to consistently deliver exceptional customer service
- Great communication skills with the ability to interact well with others
- The ability to demonstrate a basic understanding of Health and Safety, as it relates to this post
- The ability to demonstrate great timekeeping within the working environment
- Flexibility with working hours and location as the post will include evenings and weekends
- The ability to travel across Kirklees
- A friendly, confident and creative approach

Desirable Criteria

- Work experience or volunteering in a customer facing capacity and can demonstrate an understanding of transferrable skills
- Demonstrate the ability to deal effectively with people (staff and customers) including, giving instructions, relaying information and dealing with conflict

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health, safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of an Attractions Crew member is Band 1 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at application. You would then be expected to progress until you are consistently meeting all the competencies within Band 1.

You are expected to provide evidence of how you meet these competencies as part of the application process. These competencies may be tested within the interview process.