

ONE REN

POST TITLE:	Adventure Zone Team Leader	POST ID:	
DEPARTMENT:	Adventure Zone	GRADE:	3
SECTION:	Operations and Estates	LOCATION:	On site
REPORTING TO:	Facility Duty Manager		
LINE MANAGEMENT OF:	Party Host and Adventure Zone Assistant		

JOB PURPOSE

To lead the day-to-day operation of the Adventure Zone, ensuring the safe, efficient and successful delivery of tag active, soft play, parties, activities and customer services. The postholder will supervise Adventure Zone staff, maintain high standards of health and safety, customer experience and operational excellence, and support the wider leisure facility in achieving its objectives.

KEY DUTIES & RESPONSIBILITIES

1. Operational Leadership and Supervision

- Lead the daily operation of the Adventure Zone, ensuring activities are delivered safely, efficiently and in accordance with operational procedures.
- Supervise, support and provide direction to Adventure Zone Assistants and Party Hosts.
- Ensure staffing levels are appropriate and duties are allocated effectively during each shift.
- Act as the first point of contact for operational issues within the Adventure Zone.
- Support the Facility Duty Managers in maintaining service standards and operational performance.
- You are responsible for preparing and animating the adventure zone area for any seasonal events.

2. Customer Experience and Service Excellence

- Deliver and promote a high-quality customer experience, ensuring visitors receive a welcoming, safe and enjoyable service.
- Build positive relationships with children, families and carers.
- Respond promptly and professionally to customer enquiries, feedback and complaints, resolving issues where appropriate.
- Promote the organisation's values and customer service standards at all times.
- Support the achievement of customer satisfaction targets and service excellence initiatives.

3. Parties, Events and Activities

13. Coordinate and oversee the delivery of birthday parties, holiday programmes and special events.
14. Making sure all of the arrangements for the party is in place ahead of the party taking place such as party decorations, arrangements of party bags, music playlist etc
15. Manage bookings and ensure all activities are prepared and delivered to a consistently high standard.
16. Supervise party activities, ensuring all guests receive an engaging and memorable experience.
17. Support the planning and delivery of inclusive sport, play and physical activity programmes for children and young people.
18. Ensure all activity areas are prepared, equipped and presented appropriately.

4. Health, Safety and Safeguarding

19. Ensure the safety and wellbeing of all customers, staff and visitors within the Adventure Zone.
20. Supervise activity areas to ensure adherence to rules of play, operating procedures and safe working practices.
21. Conduct regular safety checks and inspections of equipment and facilities.
22. Contribute to the development and review of risk assessments, operating procedures and emergency action plans.
23. Adhere to the OneRen's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
24. Promote the health and safety of employees at work and of service users through the implementation of the OneRen's policy on health, safety and welfare at work and Service health and safety arrangements in accordance with all relevant statutory requirements.

5. Financial and Administrative Responsibilities

25. Process bookings, admissions and payments accurately in accordance with financial procedures.
26. Maintain accurate records relating to activities, attendance, bookings and income.
27. Undertake cash handling, reconciliation and associated administrative duties as required.
28. Work with the Retail Manager to ensure stock is in place, ensure effective stock monitoring and ordering of consumables and party supplies is undertaken.
29. Contributing to growth and retention plans which includes identifying footfall opportunities and the development of the visitor experience.

6. Facility and Equipment Management

30. Assist with the preparation, set-up, inspection and dismantling of equipment used in activities, events and parties.
31. Ensure all areas are maintained to high standards of cleanliness, presentation and operational readiness.
32. Undertake routine maintenance, cleaning and housekeeping duties.
33. Report defects and maintenance issues promptly through appropriate channels.

7. Staff Support and Development

34. Provide on-the-job coaching, guidance and support to Adventure Zone team members.
35. Promote teamwork, positive behaviours and a customer-focused culture.
36. Assist with induction and training of new team members.
37. Support the implementation of operational procedures and service improvements.

8. Flexibility and Business Support

- 38. Support the wider operation of the facility as required.
- 39. Work flexibly across multiple sites, services or events to meet business needs.
- 40. Assist with the delivery of wider leisure and community programmes where appropriate.
- 41. Undertake any other duties commensurate with the grade and responsibilities of the post.
- 42. Uphold the organisational values of integrity, excellence, creativity and fairness.
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- 44. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION	- SVQ in a related subject and/ or related equivalent experience - Emergency Paediatric First Aid (willingness to undertake) - RoSPA Routine Visual/Operational Inspection Training (willingness to undertake) - Level 2 Food Safety and Hygiene (Allergen Awareness) - Child Protection Training (willingness to undertake) - PVG Scheme Membership	- Leisure related qualification ie. Relevant coaching/teaching qualifications/ Pool Lifeguard and a Fitness Qualification (Level 2) would be advantageous. - SVQ Playwork at SCQF Level 7 (or an HNC in Childhood Practice at SCQF Level 7)	Application
RELEVANT EXPERIENCE	- Experience of working with children in a play environment - Experience of dealing with customers in a service environment - Evidence of supervising a team	Some previous experience of working in a leisure related field	Application, Interview
RELEVANT SKILLS	- Coaching and instructing skills - Good communication skills - Ability to work on own initiative	Good working knowledge of the role of Play/TAG Team Leader	

PERSONAL QUALITIES	• Courteous and efficient telephone manner • Positive, enthusiastic and outgoing personality • Confident and authoritative with the ability to deal with parents, children and staff		Application, Interview
OTHER	• Demonstrate excellent interpersonal skills		Application, Interview

Approved by:	Alan Cunningham	Date:	14 August 2026
Evaluation Reference:	A3513	Date:	3 rd September 2026