**Job Title** Sleepover Supervisor

**Department** Hospitality Department

**Reports to** Hospitality Manager

# Primary Objectives

* To deliver the OCT’s mission: ‘Connecting Us To Our Oceans’ by providing a top class service supporting the customer facing Out of Hours departments.
* To be part of a flexible, courteous team dedicated to providing a pleasant environment to maximise visitor spend and experience.
* To adhere to the Core Values of the OCT: Positivity, Respect, Integrity, Diversity and Engagement.

# Duties

* To supervisor public, private and school group sleepovers alongside the Sleepover team.
* Through example, lead a team of staff who excel in customer care.
* To assist all members of the Sleepover team in the delivery of the engaging activities programme, including shows & workshops.
* To assist in the monitoring and maintenance of Aquarium public areas and visitor facilities, ensuring that areas of concern are effectively communicated and acted upon.
* To co-operate with other departments to deliver the Aquarium’s mission statement through adherence to its business plan.
* To assist with the delivery of in-house and on-the job training to the sleepover team.
* Respond to and record first aid incidents.
* To act as a primary role in case of emergency.
* Be the nominated Duty Manager.
* At all times to behave in a safe and responsible manner in accordance with company Health & Safety policy and the requirements of Health & Safety legislation relating to your responsibilities and to promote and act in the employer’s best interest.
* To attend meetings and training events out of hours when appropriate.
* Undertake training as deemed appropriate to your role.
* To adopt a flexible approach to working hours to ensure the viability of NMA operations (this includes the shift-working pattern, public bank holidays and weekends).
* To carry out other activities as appropriate on the instruction of the Hospitality Manager and the Senior Management Team.