


JOB DESCRIPTION		
Role:	Santa	
Team:	Park Operations	
Position Type:	SEASONAL	
Ref:	PO_S_S0824	
Persons responsible for departmental operations, health & safety:	Head of Park Operations or in their absence Park Operations Assistant Managers	<p>Our Mission Statement:</p> <p><i>'To provide our guests with a unique family experience that represents the best value for money day out in a safe and quality environment...'</i></p>

The role	
<p>The Park Operations team welcome our guests from the moment they arrive and host them throughout their visit whilst using the rides, attractions and other facilities. This is a very bespoke role that requires the person to be enthusiastic, outgoing, charismatic and capable of delivering an outstanding experience during this most wonderful time of the year.</p>	
Duties	Skills
<ul style="list-style-type: none"> • Welcoming Guests and delivering an outstanding, magical guest experience • Interacting with Guests of all ages • Ensure costumes are stored safely and correctly, checking for cleanliness / damage or general wear at the end of each day and reporting defects to the management team. • Prepare the assigned work area and costumes at the start of the day and ensure that you are fully conversant with the operations, procedures and rules. • Working to fixed schedules and managing time effectively 	<ul style="list-style-type: none"> • The ability to deliver an outstanding level of service by interacting to a high level and fulfilling the character role at all times. • Pleasant, outgoing and of a jolly disposition with the ability to lead and control the whole experience. • Able to deliver good results within an agreed timeframe and inspire others to focus on achieving good results and targets. • Able to adapt and work effectively in different situations and cope with challenging situations, listen to feedback and remain calm under pressure.
Areas of Work	
<p>Areas of work could include but are not restricted to;</p> <ul style="list-style-type: none"> • Performances - Working in our 'A Celebration of Christmas' event, including performances at Santa's Storytime and our Santa's Christmas Wish stage show • Hosting – meet & greet VIP guests sessions. 	