Carnival UK Job Description
Youth Manager

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Entertainment Manager	**Department:** Entertainment
Leadership Responsibility: Responsible for Youth Team	**Location:** Fleet based across CUK vessels
Titles of Direct Reports: - Assistant Manager Youth - Youth Team Permanent - Youth Team Seasonal - Youth Team Seasonal (Accompanied)	**Budget Responsibility:** £25-30,000 Manage the onboard costs and inventory budget effectively
Size of Department: 5 - 49	**Revenue Responsibility**: Takes commercial impact into account when making decisions and understands how service can impact the wider passenger experience

Standard Role Summary:

Ensure and manage the provision of excellent entertainment and the highest standard of childcare for all passengers aged between 6 months and 17 years.

Primary Responsibility of the Role:

Responsible for the day-to-day management of the Youth Facility, devising and maintaining rosters and activity schedules. Ensure appropriate record keeping, resourcing and planning activity schedules for the youth passengers on board. Uphold excellent standards (with reference to UK standards) of childcare to ensure high customer satisfaction. Ensure the Youth Team continuously consider safeguarding risks in the planning of activities and that plans are in place to mitigate any risk. Work in partnership with the Entertainment Manager on the running of the Youth Facility and the effective planning of activities. Communicate with parents, other members of the crew and the youth team to prevent, de-escalate and manage incidents as they arise.

Effectively schedule and manage own team, complete appraisals, identifying development opportunities and provide support to guide, motivate and direct the team as required.

Host youth events and attend corporate sponsored social events as required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Level 3 diploma in childcare and education or QTS Primary School or QTS Secondary School or equivalent qualification 2 years experience (post qualification) in a management role within a childcare setting or 12 months experience in an Assistant Manager Youth role desirable Paediatric First Aid desirable Good command of written and spoken English
	Enhanced DBS Check

Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department Follow safety rules and procedures ensuring a safe environment for all in the Youth facility Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly Take part in safety training & risk assessments and suggest ways of reducing risks. Carry out risk assessments within designated area of responsibility Actively promote safe working within team and encourage safe behaviours. Undertake safety 'walk rounds' within own area identifying areas of improvement Institute appropriate public health precautions as relevant to the role Ensure staff are fully trained and aware of relevant occupational health procedures
Public Health	Follow all company public health policies and procedures appropriate to the role Complete all necessary public health paperwork accurately Institute appropriate public health precautions as relevant to role
Environment	Ensure the team are aware of their Environmental Responsibilities Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area Complete all environmental records accurately
Emergency Duties	Understand the emergency duties of self and those within own area Direct and instruct others in the use of life saving & fire fighting appliances in an emergency situation Direct a team in carrying out their emergency duties Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer Manage and react to the behaviours and needs of crew / passengers to maintain safety Overall responsibility for ensuring the safety of all children in the Youth Centre during an emergency Follow the Safety of Children in an Emergency process, guiding and directing the Youth team in the following of the process Fill out all relevant paperwork accurately ensuring details of uncollected children are collated in order to locate parents Ensure the Youth team inform parents of the safety information 'Notice to Parent's' both verbally and in writing Ensure those children not collected immediately are taken to the designated muster station in order to locate the parents Undertake mustering of own department and ensure all personnel are accounted for Ensure supervisors receive adequate training to undertake their duties and make sound decisions Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	In-depth knowledge of CUK safeguarding children policies and procedures Ensure all Youth Staff are appropriately trained and follow CUK safeguarding children policies and procedures Take action if there is a concern about a child or the behaviour of someone towards a child, and follow the correct procedure Challenge and deal with any inappropriate behaviour by staff or other adults towards children Report safeguarding concerns to Designated Safeguarding Person (DSP)
Security	Apply the correct security measures for own department / area

	Lead and direct the team in applying security measures and actively promote understanding of security issues Encourage security awareness within the team

Technical

Knowledge/Skill	Summary of Responsibilities
Childcare Skills	Have detailed knowledge of child protection legislation Monitor, inform and train others in appropriate behaviour Confidently and professionally deal with any passenger incidents and formal audits / inspections relating to on-board childcare
Working with an Audience	'Read' an audience, understand what is working (and what isn't) and adapt accordingly Create engagement, excitement and interest through the use of humour, teasers etc when undertaking entertainment activities Host childcare events and entertainment in the Youth Facility and in public areas of the ship
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software
Commercial Decision-Making	Understand budget assumptions and ensure delivery of overall budget performance Use stock movement and cost & revenue data to make reasoned commercial decisions Make decisions where there are conflicts between outlets which have a commercial impact
Audit & Compliance	Ensure the Youth team / department are complying with relevant legal and policy requirements Undertake structured monitoring and reviewing of relevant policies and of services provided Use recorded data to respond to requests from shore-side and on-board auditors providing evidence of compliance
Stock Control	Undertake accurate and complete stock takes, inputting data into relevant system Calculate restocking requirements based on existing stock levels and expected future needs
Marketing & Promotion	Design and deliver simple, tactical promotional campaigns for the Youth department Identify opportunities to change the 'look' of the Youth area to positively influence revenue generation / increase attendance
Revenue Generation	Understand revenue target for own department and proactively work to achieve set targets Immediately highlight and address any issues in achieving revenue objectives Understand passenger requirements and adjust approach accordingly Use specialist knowledge to help inform passengers on products and positively influence revenue generation

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Provide specialist advice to support relevant situations and decisions Present complex information to non-specialists in the most appropriate format to enable decisions to be made
Dealing with Challenging People	Deal with challenging situations in a confident and professional manner Coach, train, and support others in dealing with such situations
Facilitation Skills	Run meetings effectively, including agendas, timing and ensuring views are heard Facilitate meetings discussing pertinent issues, reaching agreed actions
Quality Assurance	Observe, review and assess all aspects of the quality of service being provided within the Youth department against the agreed quality standards Take action when any element of the service or work being carried out is not up to standard
Planning & Prioritisation	Plan the Youth departments work schedules Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities

Resource Management & Delegation	Understand the skills of the staff and deploy them effectively Plan for absences Ensure Seasonal Accompanied Teen Staff are supported and utilised effectively monitoring compliance with corporate responsibilities Delegate tasks with clear instructions, expectations and necessary responsibility
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advise is accepted and understood Ensure feedback is both positive and constructive
Coaching & Mentoring	Hold effective developmental discussions with team members taking into account their preferences and the issue they are facing Act as a coach or mentor both for the team and for line management, or subject specialist situations
Training	Deliver effective knowledge sharing or instruction sessions to the team

CUK Behaviours(Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Leads the team to achieve objectives, supports and encourages staff, building a positive and open culture
Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Works with the Entertainment Manager to keep abreast of corporate agenda and integrate department where necessary
Working with Others	Supports the team to work together Works collaboratively with others to achieve a fun environment for team and passengers alike
Communicating Effectively	Proactive and positive in their communications with the team and others Dealing with parents and youth passengers in a professional and courteous manner
Customer Centred	Works with the Entertainment Manager and team to create the best customer experience Delivering a consistently high service to ensure passengers repeat business and striving to improve the customer satisfaction score
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Has experience of management of a team of childcare providers
	Ability to demonstrate an in-depth knowledge of safeguarding principles and how these are applied
	Shows a genuine enthusiasm and passion for working with children, and enjoys working hard to deliver a great service
	Socially confident and adopts a professional manner, exhibiting excellent social skills in even the most formal situations
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Enjoys working as part of a team to deliver excellent youth entertainment, showing trust, respect and fairness in their treatment of colleagues
	Adaptable and flexible in the face of change or unanticipated events
	Up to date on current trends in childcare and on popular culture relevant to youth entertainment
	Organised, structured and focused on the detail in their approach to work
	Communicates assertively and honestly at all times
	Enthusiastic about learning from their own and others' experiences
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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