

Carnival UK Job Description

Assistant Manager Youth

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: Youth Manager	Department: Entertainment
Leadership Responsibility: Responsible for the Youth Team	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none"> - Youth Team Permanent - Youth Team Seasonal - Youth Team Seasonal (Accompanied) 	Budget Responsibility: Assist in the effective management of the onboard costs and inventory budget
Size of Department: 5 - 49	Revenue Responsibility: Understands how service can impact the wider passenger experience

Standard Role Summary:

Ensure the smooth running of the Youth Facility (or part of), coordinating 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:

Deputise to the Youth Manager. Devise and maintain rosters and activity schedules, and oversee, as well as get involved in, the day-to-day running of the Youth Facility (or part of). Plan and deliver activities for the children in line with CUK safeguarding children policies and procedures. Supervise, monitor and provide feedback to the Youth Team to ensure planned activities are undertaken and children are cared for appropriately and within company policy. Be the first point of contact for issues arising in the Youth Facility. Work closely with the Youth Manager to ensure that issues are resolved and incidents managed. Ensure appropriate records are kept and procedures are followed at all times.

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 within a childcare/educational setting Paediatric First Aid desirable Good command of written and spoken English
Certificates	Enhanced DBS Check 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 manager / supervisor / team leader and to the safety department Follow safety rules and procedures ensuring a safe environment for all in the Youth facility Use work equipment, personal protective equipment, substances, and safety devices correctly

	<p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p> <p>Report and accurately record any accidents or safety risks in a timely manner to the appropriate person (Youth Manager)</p>
Public Health	<p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
Environment	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship teams response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen/splash tight and watertight doors</p> <p>Work with the Youth Manager to ensure the safety of all children in the Youth Centre during an emergency</p> <p>Follow the Safety of Children in an Emergency process, guiding and directing the Youth team in the following of the process</p> <p>Fill out all relevant paperwork accurately ensuring details of uncollected children are collated in order to locate parents</p> <p>Explain clearly the actions to be taken in the event of an emergency and provide parents with 'notice',</p> <p>Ensure the Youth team inform parents of the safety information 'Notice to Parent's' both verbally and in writing</p> <p>Follow muster procedure and follow 'Safety of Children in an Emergency' process</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Work with the Youth Team to plan and deliver activities for the children that are safe, appropriate and protect children from harm</p> <p>Comply with all CUK safeguarding children policies and procedure when carrying out duties</p> <p>Ensure clear and professional boundaries are kept when forming appropriate and professional relationships with children on board Ship</p> <p>Follow correct procedure if worried about a child or the behaviour of someone towards a child</p> <p>Report safeguarding concerns to Youth Manager or Designated Safeguarding Person (DSP)</p>
Security	<p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p> <p>Encourage security awareness within the team</p>

Technical

Knowledge/Skill	Summary of Responsibilities
Childcare Skills	<p>Have detailed knowledge of child protection legislation</p> <p>Monitor, inform and train others in appropriate behaviour</p> <p>Confidently and professionally deal with any passenger incidents and formal audits / inspections relating to on-board childcare</p>
Working with an Audience	<p>'Read' an audience, understand what is working (and what isn't) and adapt accordingly</p> <p>Create engagement, excitement and interest through the use of humour, teasers etc when undertaking entertainment activities</p> <p>Host childcare events and entertainment in the Youth Facility and in public areas of the ship</p>

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
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Business

Knowledge/Skill	Summary of Responsibilities
Commercial Decision-Making	Use data from revenue and cost reports to make reasoned commercial decisions about the Youth department Take into account the financial impact of the decisions in the Youth function and other outlets / areas
Stock Control	Undertake accurate and complete stock takes as required, 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 area and proactively work to achieve set targets Immediately highlight any issues in achieving revenue objectives to manager 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	Present specialist information in a manner in which it can be understood Influence others where appropriate to change their behaviour, or ways of working to incorporate best practice advice
Dealing with Challenging People	Assess situations and make appropriate decisions on when and how to resolve them, if appropriate refer the situation to the Youth Manager Deal with challenging situations in a confident and professional manner, diffusing emotionally charged 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 teams 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 Delegate tasks with clear instructions, expectations and necessary responsibility Under the direction of the Youth Manager, ensure Youth Team Seasonal (Accompanied) are supported and utilised effectively monitoring compliance with corporate responsibilities
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 Supports and encourages both Youth Manager and Team to achieve objectives
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Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Deputises for Youth Manager by planning and prioritising the entertainment programme Adapting to and implementing change
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 team to create the best customer experience, ensuring 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, or shows potential for, management of a team of childcare providers
	Ability to demonstrate a good 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
	Mature and conducts themselves appropriately at all times, providing a role model for colleagues and children alike
	Calm under pressure, taking a logical approach to problem solving
	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