



## JOB DESCRIPTION

**Position:** Team Leader

**Location:** Luton Airport

**Contract:** Full Time

**Salary:** £14.68 per hour

**Shift Pattern:** Two early shifts (3.30am-12.30pm), then two late shifts (12pm-9pm), then two days off.

## JOB DESCRIPTION

No1 Lounges is an award-winning pay to use airport lounge located within Luton Airport offering a distinct and unique experience. No1 believes pre-flight lounging should be for everyone making it easier for our guests to eat drink and relax in style before they fly.

## PURPOSE

As Team Leader, you will supervise Team Hosts to deliver excellent service and champion the guest experience across the lounge on a rostered shift basis. You will coordinate and supervise the allocated Team Hosts during a shift and will be accountable for ensuring the team perform a variety of roles within the lounge to No.1 lounge standards and processes. You are a brand ambassador for No.1 Lounges and alongside supporting team members, you will also be accountable for an area within the lounge. Whilst upholding No1's company values, having the **passion** to create memorable experiences; committed to **excellence** with your service; embracing **creativity** in your role; being part of our **community**.

## KEY RESPONSIBILITIES

- To take ownership for the overall service on the floor, oversee all sections(Reception, Bar, Floor, Food Service and Housekeeping) and ensure service is consistently delivered to standard
- Fully knowledgeable about your lounge, product availability, lounge capacity and your team on shift
- Managing and coordinating capacity management in line with daily pax targets, bookings and shift staffing to ensure profitability
- Supervise the floor team to success by running 'Shape Up' briefings (daily shift briefing), allocating Team Buddy's for new joiners, providing regular feedback, working with the team to ensure standards are maintained throughout the shift
- Handle complaints in the Lounge in the first instance
- Escalate and follow up complaints or shift issues with the Assistant Lounge Manager and/or Lounge Manager
- Monitoring and helping achieve standards of hygiene within the lounge including open/close/deep cleaning checklists during each shift
- Encourage good Health and Safety practices including identifying potential H&S concerns and recording all Health & Safety issues in line with company policy including informing management of the Lounge
- Setting an example to your team by engaging with guests in a professional and welcoming way
- Monitor team compliance with the No1's uniform and grooming policy, noting any lateness or absences and raising any issues with attitude or behaviour of team members, issuing Performance Observation Review (POR) as appropriate
- During quieter periods, supporting Assistant Lounge Manager and HR team with performance review processes or team training
- Oversee end of shift reconciliation and billing (as appropriate)Action any new company updates

and/or training in a timely manner

- Comply with all policies and procedures as written in the Employment Handbook, SOPs
- Always uphold confidentiality of personal customer and team member information and take reasonable precautions to protect the information accessed or used during the shifts in line with UK GDPR regulations

### **KEY ATTRIBUTES**

- Ability to supervise a team and make decisions under pressure, escalating where needed
- Be a clear and concise communicator
- Excellent organizational and time management skills
- Prioritization to manage lounge capacity and food & beverage management
- Professionalism particularly regarding complaint handling and team supervision
- Delivering great service by supporting the team and stepping in to support sections during busy periods

### **GENERAL**

- You will be working in shifts, so arriving in good time for the start of your shifts and logging your shifts using the No. 1 time management system is important
- You must comply with all policies and procedures as written in the Employment Handbook, SOPs
- Always uphold confidentiality of personal customer information and take reasonable precautions to protect the information accessed or used in your work in line with UK GDPR regulations
- Be willing to help other team members wherever possible and to understand the flexibility required when business levels peak and trough
- Undertake any reasonable requests made of you by the Company including flexibility in hours, location and responsibilities
- Have a clean and presentable uniform in line with company standards
- Engage with every guest – be ready to go the extra mile, each guest deserves a ‘hello’, ‘goodbye’ and a smile!

### **EXPERIENCE LEVEL**

- Previous experience in customer service role is essential
- Previous experience in a food & beverage establishment and/or experience of shift work an advantage
- Prior experience supervising, supporting and training teams in a shift environment
- Good command of the English language – written and spoken
- Computer literacy or familiar with reception and electronic payment handling is essential
- Enjoying engaging with customers is an essential part of the role
- Computer literacy or familiarity with reception and electronic payment handling desirable
- Customer complaint resolution experience
- An interest in the travel hospitality sector
- Speaking additional languages is useful but not essential!

### **BENEFITS**

- 28 days paid holiday annually.
- Company cash-back healthcare scheme, which means you can claim back the cost of care such as dental, optical and therapy treatments.
- Complimentary staff parking provided at the airport whilst you are on shift.



- Complimentary staff meal during your shift.
- 5 complimentary lounge visits each year.
- Discounted Gym Memberships, all you need to do it check which gyms offer discounts in your local area
- 25% discount for lounge visits for your friends and family
- Employee of the Month Reward & Recognition schemes – the chance for your hard work and dedication to be awarded with a £50 voucher every month
- 24 hour confidential employee assistant programme, which supports our employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being
- Workplace Pension Scheme with Aviva which you will be automatically enrolled into if you are between the age of 22 and the state pension age.
- Annual flu jabs.
- Refer a friend to No1 Lounges and receive £300 when they pass probation.