



## **Courts Supervisor- St Albans- Job Description**

Gravity Force opened its doors in June 2014 as one of the UK's first fully featured trampoline parks transforming what was once an industrial warehouse into a trampoline filled play area for participants of all ages.

The idea is simple. Bring people together, get active, get fit and have a ton of fun while doing so. Whether you're flying across main court, diving into our giant foam pit, playing an intense game of dodgeball warfare, breaking new ground in one of our fitness classes or competing with your friends to see who can land the smoothest dunk – Gravity Force can be enjoyed by everyone.

Our courts area is where the action happens. Up to 125 bouncing until their hearts are content. You'll form part of a team of trampoline lifeguards whose purpose is to make sure all our customers are having a great time and jumping safely

### **What the job involves**

- In this role being a leader is what it's all about. Ensuring yourself and other team members live and breathe the brand standards is essential whilst also making Gravity Force a fun place to work. As a Supervisor you will be expected to be an excellent example of great service, hard work, and a source of information for your team.
- Making sure all our Gravity Force customers are having the best time possible. This might mean organising dodgeball games, helping tots with their first trampoline experience or supporting our industry leading fitness class.
- Continually developing team members to be the best at what they do. Striving for perfection through excellent training and coaching whilst also looking opportunities for your own development.
- Managing people on shift to ensure we are not overstaffed or understaffed. Ensuring that sufficient staff are deployed around the courts (taking into account bookings later in the shift) to ensure customer safety is never compromised.
- To project a competent and knowledgeable image and resolve complaints professionally. Handle First Aid situations with speed, care and diligence.
- Be a real team player not only to the Courts team but also with other departments with whom you work alongside. Communication is critical.
- Being Confident. You will need to speak in front of large groups of people and can speak to people of all ages with authority.
- Keeping yourself approachable and presentable.
- Adopting a can-do attitude to ensure that guests have the best time possible.

### **Experience**

It's about quality not quantity. The length of your CV alone won't get you in the door but if you have experience in dealing with customers face to face and want to be part of a fast growing business, let us know! And don't forget that we're a trampoline park - having an interest in freerunning or gymnastics would be nice.