

Carnival UK Job Description

Youth Staff Teens

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.

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| Reporting to: Youth Manager / Assistant Manager Youth | Department: Entertainment |
| Leadership Responsibility: Teens Accompanied | Location: Fleet based across CUK vessels |
| Titles of Direct Reports: None | Budget Responsibility: Awareness of budgets and onboard costs |
| Size of Department: 5 - 49 | Revenue Responsibility: Understands how service can impact the wider passenger experience |

Standard Role Summary:

Provide excellent entertainment and high quality care to all passengers aged between 9 and 17 years.

Primary Responsibility of the Role:

Work as part of the Youth team to create a safe and friendly holiday environment for young passengers. Plan and deliver activities for the children in line with CUK safeguarding children policies and procedures. Lead and take part in activities in the Youth Facility and occasionally in the public areas of the ship. Respond to individual child needs appropriately and in line with the Youth Facility's stated policies and procedures. Contribute to the proper administration of the Youth Facility, keeping accurate records of incidents and accidents. Communicate with parents to ensure an effective flow of information about individual children and their needs, and ensure the management of expectations. Support seasonal accompanied Teen Staff ensuring they are utilised effectively and in line with corporate requirements.

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 Permanent Staff - 2 years experience (post qualification) within a child care setting in the 9-17 age group Seasonal Staff - 1 years experience (post qualification) within a child care setting in the 9-17 age group Experience of coaching / teaching children in the areas of Arts, Dance or Sport would be advantageous 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 | <p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department.</p> <p>Follow safety rules and procedures ensuring a safe environment for all in the Youth facility</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <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>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</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>Follow the Safety of Children in an Emergency 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>Follow the muster procedure and the '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>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/Officer or Designated Safeguarding Person (DSP)</p> |
| Security | <p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p> |

Technical

| Knowledge/Skill | Summary of Responsibilities |
|---------------------------------|--|
| Childcare Skills | <p>Confidently engage with children in a range of activities, proactively change activities to increase engagement when required</p> <p>Develop creative and fun activities for specified age group</p> <p>Have knowledge of child protection legislation and distinguish between appropriate and inappropriate behaviour and respond accordingly</p> <p>Ensure all activities are in line with safeguarding principles</p> <p>Manage child behaviour for 9-17 year olds and adapt routines to engage individuals responding to their needs</p> <p>Appropriately supervise youths and monitor for appropriate behaviour and relationship forming</p> <p>Write reports and document information ensuring all information is recorded fully and accurately</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> |
| Revenue Generation | Use specialist knowledge to help inform passengers on products and positively influence revenue generation |

People

| Knowledge/Skill | Summary of Responsibilities |
|--|--|
| Dealing with Challenging People | <p>Assess situations and make appropriate decisions on when and how to resolve them, if appropriate refer the situation to the Youth Manager / Assistant Manager</p> <p>Deal with challenging situations in a confident and professional manner, diffusing emotionally charged situations</p> |
| Customer Service | <p>Respond calmly and quickly to requests from passengers or crew members</p> <p>Deliver customer service within the acceptable time-scales and quality required, ensuring passenger satisfaction</p> <p>Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution</p> <p>Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship</p> |

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

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| Self-Awareness | Aware of own actions and body language and adjusts it appropriately to others Understands the impact of self on young impressionable passengers and acts as a role model both on and off duty |
| Thinking Ahead | Plans and prepares in advance Continually looks for ways to improve service and positively adapts to change |
| Being part of the Team | Works with others to build a positive and fun culture |
| Open & Honest Communication | Communicates openly and honestly and is clear and to the point Polite and respectful when dealing with colleagues and parents Able to communicate effectively with youth passengers at all levels, but in particular their chosen age group Respectful to passengers, work colleagues and supervisors alike |
| Customer Centred | Delivers a customer focused service to both parents and youth passengers Understands and actively works to increase understanding and experience of own age group Prides self on delivering an excellent customer experience and is willing to go the extra mile Lives the corporate values |
| Acting Safely | Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities |

Person Specification:

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| | Shows a genuine enthusiasm and passion for working with children, and enjoys working hard to deliver a great service |
| | Ability to demonstrate an understanding of safeguarding principles and how these are applied |
| | Up to date on children's entertainment and relevant popular culture |
| | Performing or creative arts background useful |
| | Comfortable talking to a wide range of people and able to reassure and put parents at their ease |
| | Able to negotiate with dedicated age group to promote entertainment experience for individuals |
| | Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant parties |
| | Shows respect for, and trust in, colleagues, sharing their experience and learning from others |
| | Maintains high standards of appropriate behaviour even when off duty |
| | Shows a willingness to take charge if necessary in the face of unanticipated events and incidents |
| | Adaptable and flexible in the face of change |
| | Demonstrates honesty and integrity at all times |
| | Resilient and robust in the face of high emotion, conflict or aggression |
| | Requirement to undergo an enhanced criminal records check with barred list check |

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|---------------------------------------|------------------|----------------------|
| 1.1 | Paul Wright | 01 November 2015 |