

Job Description

Job Title: Centre Assistant (multiple positions)
Reporting to: Senior Management Team
Contract type: Permanent
Contracted hours: Flexible - part time and full time posts available
Working Pattern: Rota (afternoons, evenings and weekends)

Remuneration:

Age 25+	Age 21-24	Age 18-20	Age 16-17
£8.51	£8.00	£6.45	£4.65

Conditions: A six-month probationary period applies. The centre will be open Monday – Sunday from morning to evening. Applicants must be able to work on a rota basis including bank/public holidays and be flexible to meet business needs.

Key Purpose

As a member of the general staff team, the post holder will work across all areas of the centre to include the climbing arena, supervising the soft play facility, co-ordinating parties and assisting in the café and servery. They will rotate between these roles on a regular basis providing excellent customer service. They will be responsible for ensuring that all areas of the centre are maintained to the highest of standards and all customers’ needs are met.

Main Responsibilities and duties include:

Climbing Instructor

- Ensure all safety procedures are adhered to in the Clip ‘n’ Climb arena
- Support and motivate our visitors at all times to create a fun but safe experience
- Ensure all participants harnesses are fitted correctly before entering the climbing arena
- Responsible for clipping younger participants into the auto-belay system and assisting all other participants when required

Soft play Supervisor

- Supervise the soft play facility ensuring a safe and fun environment for all
- Stop behaviour which could be dangerous
- Ensure that all sessions are carried out in accordance with company procedure

Receptionist

- Greet customers and welcome them to the centre
- Assist with customer enquiries and bookings for High Rise

Café Staff

- Take customer orders in the Café
- Serve food and make and serve quality hot drinks
- Operate the till and handle cash in line with company procedures
- Restocking the counter regularly

Party Host

- Meet and greet party guests upon their arrival
- Host parties and provide an exceptional experience to all party guests
- Help create and encourage a fun party atmosphere including singing 'Happy Birthday' and organising the cutting of the cake

General duties

- Provide a welcoming, exciting and fun experience for all our customers
- Work with and interact appropriately with customers and visitors with additional needs providing support where appropriate
- Deal with customer complaints sensitively and report to the duty manager where appropriate
- Support and enforce the centre's policies and procedures – such as session times, payment and ticket collection
- Maintain high standards in the cleanliness and presentation of all visitor areas, ensuring a quality visitor experience is consistently achieved
- Comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others
- Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality
- Undertake any other duties of a similar nature related to this post that may be required from time-to-time

- **This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

Personnel Specification

The Personnel Specification shows **essential** and desirable skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

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Factors	Essential Criteria
Qualifications and Experience	<ul style="list-style-type: none"> • Minimum of 1 years' experience in customer facing role
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • First Aid at Work for children and adults • Level 2 Food hygiene certificate • Previous experience within any of the key aspects of the business - climbing walls, soft play, café, sensory rooms • Previous experience with cash handling
Skills, Aptitude, Qualities and Behaviours	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Excellent communication skills • Be comfortable working with the members of the public • Ability to empathise and prioritise the customer's needs • Confident communicating with large groups of people of various ages • Possess a positive 'Can Do' attitude • Have an outgoing, enthusiastic and friendly manner • Capable of motivating others • Ability to work well under pressure • Good organisational skills with ability to prioritise and multi task • Able to demonstrate initiative and work unsupervised • Willingness to be flexible and take on other duties in the centre
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Be comfortable working at heights of up to 10 metres (climbing arena staff only – full training will be provided)
Knowledge and Understanding	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Familiar with the work and vision of Employers For Childcare
	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Knowledge of relevant H&S safety legislation that will impact on service delivery
Special Circumstances	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Ability to work flexible, unsocial hours including bank holidays, evenings and weekends. • This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI. • You must be resident in the UK and eligible to work.