

Job Description – General Play Assistant

Commented [RdIH1]:

Job Title: Play Assistant

Reports to: Play Team Manager

Salary: National Living Wage at the appropriate level plus company benefits and holidays

Hours of Work: Part time between 8 and 22 hours per week. Variable hours between:
08:30am – 7:30pm Mon-Sat, 1pm-5pm Sun; including weekends and bank holidays.

Age: Min age 16 years of age

Normal Place of Work:
The Hideaway, Partington Shopping Centre M31 4EL

Job profile:

Working with the play team, the play assistants will be outgoing and friendly, enjoy working with children and help with the delivery of activity sessions such as song time or dance tots. They will enjoy helping to maintain a clean, safe and healthy environment.

Principal duties:

- Supervision of the play and activity areas to ensure that children are playing safely and adhering to the 'Rules of Play', to include programmes, activities and events, explaining these to customers as required.
- Ensuring safeguarding policies and best practices are followed in the centre.
- Assisting in running play, craft and other activities for children.
- Operating the computerised booking in system, recording customer's details.
- Responsibility for cash handling, operating the cash register and following the finance procedures as required.
- Ensuring customers are made aware of daily activities and any future events taking place.
- Build relationships with parents and visitors, playing with kids and making people feel welcome.
- Monitoring usage levels to ensure they are within levels set and assist customers, adults and children, needing support.
- Responsibility for cleaning duties, ensuring areas are clean and at a high standard at all times.
- Undertake health and safety inspections and cleaning inspections as per the processes and procedures, reporting any faults to the Centre Manager.
- Preparing and serving drinks and food when necessary. Processing food orders and taking them to the customers

- Preparing for parties and events and assisting customers during their special event.
- To undertake all duties in accordance with relevant Health & Safety legislation and in line with the values and ethos of the organisation
- To undertake training as required
- An enhanced DBS (formerly CRB) check may be required

Note – this Job Description does not form part of your Contract of Employment

Play Assistant - Person Specification

The role of Play Assistant demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/assessment as deemed necessary.

Essential	Desirable
Knowledge, Skills and Abilities:	
<p>Have excellent communication skills</p> <ul style="list-style-type: none"> • Actively listens and responds politely and clearly; • Presents written information in a clear, structured and concise manner; • Speaks with clarity, effective structure, volume, pace and tone. <p>Confidence to take a lead in activity sessions, delivering them to a high standard and creating a great experience for customers.</p> <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting and valuing the views of others</p> <p>Have excellent customer service skills</p> <ul style="list-style-type: none"> • Has a professional approach and attitude; • Is committed to providing excellent service; • Recognises the importance of high standards of customer service. 	<p>Awareness of health & safety requirements in a soft play facility.</p> <p>Have a good understanding of safeguarding practices and policies.</p>
Qualifications/ Attainments:	
	Recognised Paediatric First Aid Certificate.

	Recognised qualification in Child Care or other certificate working with children.
Experience:	
	Day to day hands on experience of delivering play/services to young children. Relevant experience in the provision of children's parties
Personal Qualities:	
Friendly, honest and enjoy working with children. Self-motivation and pride in doing a good job	Must be flexible to work days, evenings and weekends
Other:	
An enhanced DBS (formerly CRB) check may be required A willingness to work within the ethos and values of the organisation A willingness to undertake First Aid training and other CPD training opportunities	Appreciation of health, safety and welfare of children.