



Job Title: Hideaway Assistant

Reports to: Hideaway General Manager and Hideaway Assistant General Managers

Hours of Work: Part-time flexible, usually 12-16 hours per week
Full time, up to 37 hours per week

Rate of Pay: £6.69 to £10.64 dependent on age.

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

PURPOSE OF JOB

The Hideaway Delivery Team will be responsible for the day-to-day delivery of The Hideaway, including play, café, kitchen, parties, and events. The Hideaway Assistant will assist the Café Delivery Lead in the kitchen with basic food preparation, serving customers, preparing drinks, clearing tables, washing dishes, and helping keep the kitchen and café to a high standard of cleanliness. The assistant 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 in the play area.

MAIN 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.
- 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.
- Preparing for parties and events and assisting customers during their special event.
- Supporting with the preparation and cooking of the hot meals and beverages served in the Noah's Ark Café at the Hideaway.
- Serving customers in a pleasant and courteous manner.
- Checking that orders have been correctly delivered and charged for.



- Ensuring that the café environment is pleasant and welcoming in line with the image agreed with the management team.
- Clearing tables.
- Washing up and operating the dish washer.
- Ensuring that any risk assessments are complied with.
- Reporting maintenance issues to the Café Delivery Lead/Hideaway General Manager.
- Maintaining such records as are required by the Café Delivery Lead/Hideaway General Manager.
- Undertake cleaning inspections & duties as per the processes and procedures in all areas (including Kitchen & café), ensuring areas are always cleaned to a high standard.
- Undertake health and safety inspections as per the processes and procedures in all areas (including Kitchen & café), reporting any faults to the Hideaway General Manager.
- Keeping accurate time sheets daily.
- Keeping cleaning and temperature records.
- To ensure that all duties are undertaken effectively and efficiently, in accordance with the required standards of service and care, with relevant Health & Safety legislation and in line with the values and ethos of the organisation.
- To undertake training as required.
- The role involves working with children and vulnerable adults, and the responsibilities to safeguarding that this involves.

Dated: September 2023

Person Specification

The role of Hideaway 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:	
Have excellent communication skills: <ul style="list-style-type: none"> • Actively listens and responds politely and clearly; • Presents written information in a clear, structured, and concise manner; 	Awareness of health & safety requirements in a soft play facility. Previous employment with children would be an advantage.



**Hidden
Treasure
Trust**



**Hope
Centre**
Partington



<ul style="list-style-type: none"> Speaks with clarity, effective structure, volume, pace, and tone. <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.</p> <p>A desire to learn, improve themselves and be challenged.</p> <p>Have excellent customer service skills.</p> <p>Has a professional approach and attitude.</p> <p>Is committed to providing excellent service.</p> <p>Recognises the importance of high standards of customer service.</p> <p>Confidence to take a lead in activity sessions, delivering them to a high standard and creating a great experience for customers.</p>	<p>Engages and interacts well with children and parents</p> <p>Awareness of health & safety requirements in a soft play facility or children's nursery.</p> <p>A keen interest in food preparation and a desire to learn how to cook at a high level.</p>
<p>Qualifications/ Attainments:</p>	<p>Level 2 food hygiene.</p> <p>Allergens awareness course.</p> <p>Qualification (GCSE) in cooking.</p> <p>Recognised Paediatric First Aid Certificate.</p> <p>Recognised qualification in Child Care or other certificate working with children.</p>
<p>Experience:</p>	<p>Experience preparing food.</p> <p>Experience serving the general public.</p>

	<p>Day to day hands on experience of delivering play/services to young children.</p> <p>Relevant experience in the provision of children's parties.</p>
Personal Qualities:	
<p>Friendly and honest.</p> <p>Enjoy working in a kitchen environment and with children.</p> <p>Self-motivation and pride in doing a good job.</p>	<p>Flexibility on working hours and able to work days, evenings and weekends.</p>
Other:	
<p>An enhanced DBS (formerly CRB) check may be required.</p> <p>A willingness to work within the Christian ethos and values of the organisation.</p> <p>A willingness to undertake First Aid training and other CPD training opportunities.</p>	<p>Appreciation of health, safety, and welfare of children.</p>