



JOB TITLE: Soft Play Assistant

REPORTS TO: Duty Manager/ Supervisor

JOB PURPOSE:

To provide a fun, safe experience for every visitor to the Soft Play facility by providing excellent customer service, maintaining the cleanliness of the area through routine cleaning duties and the completion of health and safety inspections, ensuring a customer base is built and repeat business achieved.

To work as part of the Little Giggles team, providing support in other areas of the Centre as and when required.

LOCATION

The postholder will be based at Little Giggles Soft Play in Yate – Full address details will be confirmed shortly.

KEY DUTIES AND RESPONSIBILITIES:

1. Supervision of the soft play area to ensure that children are playing safely and adhering to the Rules of Play, to include programmes, activities and events, explaining these to customers.
2. Management of the booking in system, recording customers details as they enter the soft play area and ensuring security of the area by only allowing access to Little Giggles' customers.
3. Responsibility for cash handling, operating the cash register and following finance procedures as required.
4. Monitor usage levels to ensure they are within levels set and assist customers, adults and children, needing support.

5. Responsibility for cleaning duties in the soft play area, ensuring that the area is safe and clean before customers enter and during opening hours, ensuring areas are clean and presentable at all times.
6. Undertake health and safety inspections and cleaning inspection per our processes and procedures, reporting any faults to the Duty Manager.
7. Processing of orders and serving of refreshments to customers.

GENERAL CONDITIONS

- The nature of the duties are not exclusive or exhaustive and the post holder will be required to complete such duties as may reasonably be expected within the scope and grade of the post.
- To take an active part in the appraisal and work review process and required training.
- Maintain record management systems in accordance with Aspire policy.
- Carry out the duties and responsibility of the post in accordance with Aspires policies, values and legislative requirements at all times.
- Name badges and uniforms will be provided and must be worn at all times.
- This role entails shift working, over evenings, weekends and Bank Holidays

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.