

Evaluation Date	25/02/2014
Grade	13

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Soft Play Assistant</b>	<b>Reports to:</b>	<b>Soft play supervisor</b>
<b>Department:</b>	<b>Operations</b>	<b>Location:</b>	<b>Soft Play</b>
<b>Work Pattern:</b>	<b>Shifts</b>	<b>Contract Status:</b>	

### BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming approaching 5 million customer visitors a year to our 30 venues across the City. We have a total income of almost £30m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

**welcoming** all,  
each one of us **caring** about what we do,  
being **passionate** about how we do it,  
and feeling **proud** of what we achieve

### JOB PURPOSE

Welcome every child, their parent or guardian to soft play, supervise their safe play within the frame ensuring they have an enjoyable experience in a clean, safe and fun environment.

### KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Interact and play with children within the play frame and surrounding areas.</p> <ul style="list-style-type: none"> <li>Ensure all children and their families receive a warm friendly welcome.</li> <li>Engage in play with children to ensure they have a great time</li> <li>Encourage friendly play from all users</li> </ul>	

<p>2. Ensure the safety of children in the soft play area.</p> <ul style="list-style-type: none"> <li>• Respond to and take action when you observe inappropriate play</li> <li>• Communicate with parents or guardians to ensure they are aware of their children's behaviour</li> <li>• Monitor and control access to and from the soft play area ensuring maximum numbers are not exceeded.</li> <li>• Carry out a range of pre-opening checks to ensure the frame, furniture, fittings and safety equipment are free from faults or damage and report any necessary repairs or replacement as required.</li> </ul> <p>3. Delivery of Birthday Party &amp; Special Events</p> <ul style="list-style-type: none"> <li>• Assist in the preparation of children's parties, preparing rooms for bookings – set up/break down of room following safe systems of work and EL procedures, ensuring meals are served as planned and the delivery of party activities e.g. face painting, tattoos, games etc.</li> <li>• Take part in special events such as Halloween, Xmas, Santa's grotto, messy play sessions or other party room activities</li> </ul> <p>4. Cleaning:</p> <ul style="list-style-type: none"> <li>• Ensure the soft play area is kept clean complying with cleaning standards e.g. cleaning the frame, ball cleaning and responding as necessary to fluid, body spills. Children do have accidents after all.</li> <li>• Ensure the customer seating area/café is kept clean and tidy by regular surveillance of cleaning station, bottle warming facilities.</li> <li>• Ensure surrounding areas, e.g. customer toilets are regularly checked, cleaned and fit for use</li> </ul>	
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<b>RESPONSIBILITY FOR RESOURCES</b>	
<b>Responsibility for staff:</b>	nil
<b>Salary bill for all staff reporting:</b>	nil
<b>Responsibility for finance and level of financial control:</b>	nil
<b>Responsibility for Physical Resource:</b>	Responsible for the cleanliness of the soft play area
<b>Responsibility for Data and Information:</b>	Control access to the soft play area by logging children's details name and age information only. Refer to customer booking forms for parties etc.

## GUIDELINES AND EXPECTATIONS

### Authorities & Limitations

- Monitor and control the activity of customers within the frame and surrounding area.
- Respond to customer enquiries and complaints in person should you be unable to resolve a situation you will have access to a supervisor/manager for assistance.
- Keep a regular check on department resources ensuring stock levels are maintained e.g. water bottles; cleaning materials; first aid kit; party/activity resources. Take action to inform your supervisor when supplies are running low.

### Communication & Representing The Organisation

- You are expected to actively engage with children and their families, in a very busy and lively environment. You'll be expected to join in with fun and games sometimes singing, dancing and playing games.
- Act as an ambassador for your venue, keep up to date with all activities and promote campaigns or events that are taking place in your centre.
- As party host you'll be expected to take the lead, explaining the activities planned with both the children and adults and act with fun and enthusiasm at all times to create lasting memories
- You need to be able to keep to schedule to ensure parties don't run over and all activities run as planned.
- Keep clear, accurate and complete sign in/out records.
- make use of the PA system to inform customers of session times and announcements
- make use of 2-way radios to maintain regular contact with colleagues
- keep up to date with all staff communications through email, department handover and staff correspondence
- complete H&S checklists ensuring accurate records are kept
- attend staff meetings, training as requested by your manager

### Safeguarding Our Customers

- Take an active role in the duty of care to yourself and customers – take action if you see a potential hazard
- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities.
- Understand and fulfil your role (following training) in:
  - Edinburgh Leisure's Health and Safety policy
  - Edinburgh Leisure's Child Protection policy
  - Your venue's Emergency Action Plan (EAP)
  - Your venue's Normal Operating Plan (NOP)
- Ensure that the area is clean, tidy and presentable

<b>Problem Solving</b>
<p>On occasion the soft play will be particularly busy and demand for access exceeds capacity. You'll need to be able to plan ahead and inform relevant colleagues' e.g. soft play is almost full and you need to start a waiting list.</p> <p>There may be occasions where customer bookings are incorrect and you'll be expected to liaise with other colleagues for solutions e.g. more people than anticipated turn up for parties.</p>

<b>Impact On Organization</b>
<p>Your role is to deliver a great experience for our customers, ensuring children and adults alike have fun and return</p>

<b>JOB DEMANDS</b>	
<b>Physical</b>	A reasonable level of fitness is required as you will spend a lot of your time within the play frame, standing, climbing, crawling etc.
<b>Mental</b>	You must remain alert at all times to be able to respond quickly to all situations. You should be calm in what is a busy and often hectic environment. At weekends and holidays demand for soft play and parties increases as a result there may be a range of activities going on you need to be able to multi task.
<b>Emotional</b>	Working with children is rewarding but you will have to be able to deal with a range of behaviours where children can often be easily upset. You'll be expected to deal with all these different situations in a calm and professional manner
<b>Environmental</b>	It's a fun place to be, regularly busy, often noisy and full of children

## **PERSON SPECIFICATION**

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Attainments:</b>	Numerate and literate Excellent communicator	
<b>Knowledge and Experience:</b>	A desire to work with children and young people. A willingness to learn and develop yourself within your role High energy, highly motivated individual	Previous knowledge of working with children and young people.

<b>Additional Requirements (e.g. competencies):</b>	Teamwork Creativity & Innovation Problem Solving
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DISCLOSURE/PVG REQUIREMENTS
PVG

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed .....**      **Date .....**