

## **NUNEATON & BEDWORTH LEISURE TRUST**

### **ROLE DESCRIPTION**

<b>Role Title:</b>	Operations Assistant - BASPW
<b>Primary Location:</b>	Bermuda Adventure Soft Play World
<b>Responsible to:</b>	Manager/Duty Manager

#### **JOB PURPOSE**

1. To assist in the streamlined delivery and operation of the Bermuda Adventure Soft Play World.

#### **NBLT STANDARDS**

**All employees are required to apply the NBLT standards in their role.**

1. To assist in delivering NBLT's Business Plan and performance targets.
2. To adhere to all NBLT policies and operating procedures.
3. To assist in fostering a creative and open environment within the Trust, where employees feel supported, involved and consulted sharing information with others, showing mutual respect.
4. To respond positively to change, trying out new ideas, where possible making use of the technology available to improve service delivery.
5. To ensure that the highest level of customer service is provided and that customer satisfaction is maintained. This includes:
  - (a) Treat customers better than they would expect to be treated themselves;
  - (b) Always approach the customer in a friendly and professional manner. Welcome them with a smile; be helpful and informative;
  - (c) Ensure you; your area and your site are always presentable.
6. As well as point 5 above, to act at all times in accordance with the Standards for your particular area of work.
7. To carry out all the work within the spirit and intention of equal opportunities.
8. To work in accordance with the Health and Safety at Work etc. Act 1974.
9. To undertake personal development commensurate with the duties and responsibilities and development of the role.

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- 1 To prepare the soft play centre ready for use.
- 2 Ensuring the achievement of levels of performance in terms of service, health and safety and cleanliness.
- 3 To report all maintenance or health and safety issues including incidents/accidents.
- 4 To ensure that all visitors to the soft play centre have a safe and enjoyable experience ensuring positive word of mouth and return visits and to instruct users in the safe use of equipment.
- 5 To carry out duties to include; reception, cafe servery, cleaning and party delivery.
- 6 To offer guidance, support and assistance to Relief Play Assistants.
- 7 To ensure NBLT's safeguarding policies and procedures are followed and addressed where necessary.
- 8 To carry out any other duties, of a similar nature, that may be required from time to time.
- 9 To be flexible to cover holidays and sickness.
- 10 As part of this position you may be required to work at any of the Leisure Trusts facilities or offices.

### **SPECIAL CONDITIONS:**

1. To satisfactorily meet the requirements of an Enhanced DBS check.
2. To work evenings and weekends and to form part of a structured rota.

<b>PREPARED BY:</b>	Bermuda Adventure Manager
<b>DATE PREPARED:</b>	June 2014
<b>AGREED BY POSTHOLDER:</b>	

### **Review Arrangements**

**The details contained in this role description reflect the content of the role at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, NBLT will expect to review this role description from time to time and will consult with the post-holder at the appropriate time.**

# Person Specification

## Operations Assistant – BASPW

### NOTE TO APPLICANTS

Whilst all criteria on the specification are important, those marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence and examples of meeting them. Failure to do so may mean that you will not be invited for interview.

Category	E/D	Criteria Indicate E (Essential) or D (Desirable)	Method of assessment
<b>Experience</b>	D	Day to day hands on experience of delivering play / services to young children.	2 & 4
	D	Relevant experience in the provision of children's parties	2 & 4
<b>Qualifications/ Attainments</b>	D	Recognised Paediatric First Aid Certificate.	2 & 5
<b>Knowledge, Skills and Abilities</b>	E	Have excellent communication skills	
		<ul style="list-style-type: none"> <li>Actively listens and responds politely and clearly;</li> <li>Presents written information in a clear, structured and concise manner;</li> <li>Speaks with clarity, effective structure, volume, pace and tone.</li> </ul>	3 & 4 2 3 & 4
	E	Ability to inspire and encourage others	3 & 4
	E	Works well with colleagues inside and outside the team; respecting, compromising, supporting and valuing the views of others	2, 3 & 4
	E	Have excellent customer service skills	2 & 4
	E	<ul style="list-style-type: none"> <li>Has a professional approach and attitude;</li> <li>Is committed to providing excellent service;</li> <li>Recognises the importance of high standards of customer service;</li> </ul>	4 4 4
	D	Awareness of health & safety requirements in a soft play facility.	4
	D	Have a good understanding of safeguarding practices and policies.	4
<b>Personal Qualities</b>	E	Friendly, honest and enjoy working with children.	4
	E	Must be flexible to work days, evenings and weekends	2 & 4

<b>Other Factors</b>	D	Appreciation of health, safety and welfare of children.	2 & 4
	E	To satisfactorily meet the requirements of an Enhanced DBS check	5

### **Method of Assessment**

**1= test (psychometric, pool, practical)**

**2= application form**

**3= exercise (computer, in-tray, written)**

**4= interview**

**5= documentary evidence (e.g. certificates, references, portfolio)**

**6= presentation**