**Job Description - Play Assistant**

**Job Title:** Apprenticeship - Play Assistant (1 year)

**Reports to:** Playwork Manager

**Salary:** Apprenticeship min. wage at appropriate level (currently £4.15 per hour)

**Hours of Work:** Full Time: 35 hours per week within the following hours:

08:30am – 8:30pm Mon-Sat, 12pm-6pm Sun; including weekends and bank holidays. Weekend availability is essential.

Working hours includes time for coursework, mentoring and additional training.

**Normal Place of Work:**

 The Hideaway

 Partington Shopping Centre M31 4EL

**Job profile:**

***It's a fantastic opportunity for anyone wanting to have a career with children but is unsure exactly what type of career – whether education, childcare, healthcare or specialist services. It’s a very hands on qualification where you will work in a fast paced environment with lots of opportunities and a great young team to work and train alongside.***

Working with the Play team, our Playwork Apprentices must be outgoing and have a desire to work with children. They will help plan and run activity sessions such as singing, stories, craft, messy play and sports. They will assist in the day to day running of the play area including tidying, working on the desk and cleaning.

Additional areas of responsibility may be assigned according to interests including SEN, sports, speech and language, events and marketing. Playwork apprentices will join our new team of trainees for weekly mentoring and dedicated team training sessions in a huge range of areas including safeguarding, first aid, basic accounts, marketing, management, customer service and more. This training is in addition to the apprenticeship qualification.

**Qualification:**

Apprentices will complete a one year level 2 or level 3 qualification in Playwork (as appropriate). Once completed apprentices may progress to an additional qualification as a 2nd year of apprenticeship (level 3 or beyond), progress into a career with children or additional qualifications with children or seek employment.

**Principal duties:**

* Supervision of the play and activity areas to ensure that children are playing safely and adhering to the ‘Rules of Play’ as well as following social distancing guidelines.
* Helping at the desk - Signing people in, taking payments, helping any customers if they have any questions etc. Answering the phone
* Helping to run interactive activities with children
* Cleaning - Wiping down toys, play equipment, spills, corridor, toilets etc.
* General tidy ups – making sure the play centre a is always tidied at a good and presentable standard for the customers
* Weekend Parties – Helping the party host make sure the party is running smoothly, Signing the parties in if we are busy, handing out wrist bands, Helping the party host with the activities
* Ensuring safeguarding policies and best practices are followed in the centre.
* Operating the computerised booking in system, recording customer’s details as they enter the soft play area, creating memberships and ensuring security of the area by only allowing access to those customers that have booked in.
* 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.
* 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 the highest standard at all times.
* Answer the phone and use the tannoy.
* 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

Date: Aug 2020

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.

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| **Essential** | **Desirable** |
| **Knowledge, Skills and Abilities:** |  |
| Have excellent communication skillsActively 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.Ability to inspire and encourage others – especially children.Works well with colleagues inside and outside the team; respecting, compromising, supporting and valuing the views of others.A desire to learn, improve themselves and be challenged. Have excellent customer service skillsHas a professional approach and attitude;Is committed to providing excellent service;Recognises the importance of high standards of customer service. | Awareness of health & safety requirements in a soft play facility.Have a good understanding of safeguarding practices and policies. |
| **Qualifications/ Attainments:** |  |
|  | GCSE in English and Maths. Functional skills will form part of the apprenticeship if these are not attained. |
| **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.Must be flexible to work days, evenings and weekends |  |
| **Other:** |  |
| An enhanced DBS (formerly CRB) check may be requiredA willingness to work within the Christian ethos and values of the organisation | Appreciation of health, safety and welfare of children. |