

Job Description – Business Apprenticeship

Job Title: Apprenticeship – Business Apprenticeship (1 year) level 3

Reports to: Admin team leader

Salary: Apprenticeship min. wage at appropriate level

Hours of Work: Full Time: 35 hours (5 days) per week within the following hours:
9am – 6pm 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

Requirements: English and Maths GCSE pass

Start date: ASAP

Job profile:

A fantastic opportunity for a career in business, customer service, admin or sales. This role incorporates all of these aspects and you will work in a demanding, fast paced environment within a supportive team.

Working with the Operations team, you will primarily be manning the reception desk, dealing with customers, organising bookings and working with the party team organising party bookings.

This role is ideal for someone who is polite, confident, very organised, administratively minded and customer experience focussed. It's a position ideal for someone that strives for excellence. Full training will be provided in all areas to support development and a successful apprenticeship.

Qualification:

Apprentices will complete a one year level 2 (customer service) or level 3 (business administration) qualification with Trafford College. All training and work takes place within the workplace. Once completed apprentices may progress to an additional qualification as a 2nd year of apprenticeship move on to college or into further employment.

Principal duties:

- Looking after the main reception, welcoming customers and taking phonecalls
- Managing the bookings and payments
- Taking menu orders and working with the café team

- Dealing with enquiries, complaints, questions and any issues
- Dealing with emails, calendars, social media and responding to enquiries
- Managing party bookings and answering queries
- Other administrative projects and responsibilities to challenge and develop the right candidates as appropriate.
- Communicating clearly with the play team around timings, entry and bookings.
- 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 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: June 2021

Note – this Job Description does not form part of your Contract of Employment

Customer Service Apprentice 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.

Essential	Desirable
Knowledge, Skills and Abilities:	
Have excellent communication skills	Awareness of health & safety requirements in a soft play facility.

<p>Actively listens and responds politely and clearly; Presents written information in a clear, structured and concise manner;</p> <p>Speaks with clarity, effective structure, volume, pace and tone.</p> <p>Ability to inspire and encourage others – especially children.</p> <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>Have a good understanding of safeguarding practices and policies.</p>
Qualifications/ Attainments:	
	GCSE pass grade in English and Maths.
Experience:	
	<p>Day to day hands on experience of delivering play/services to young children.</p> <p>Good administrative and IT skills</p>
Personal Qualities:	
<p>Friendly, honest and enjoy working with children.</p> <p>Must be flexible to work days 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>Appreciation of health, safety and welfare of children.</p>