

South Downs Leisure

IDENTIFICATION OF JOB

JOB TITLE	Soft Play Assistant
TEAM	Operations
WORKING BASE	Worthing Leisure Centre
RESPONSIBLE TO	Duty Officer / Duty Manager

OVERALL PURPOSE OF JOB

- To oversee the safe operation of the soft play and adhere to health and safety regulations/policies.

MAIN RESPONSIBILITIES

Organisational duties

- The soft play requires members of staff to oversee the safety of the soft play, and ensure rules are being adhered too.

Job Specific duties

- To conduct mandatory health and safety checks on the soft play.
- To ensure any defects are reported via the appropriate reporting channels.
- To warmly welcome, customers into the soft play.
- To be attentive at all times for the health, safety and welfare of the customers and take all reasonable precautions to avoid accidents.
- Report any incidents, accidents or near misses to the Duty Manager/ First Aider, and complete the necessary paperwork.
- To ensure all soft play rules are adhered to.
- To receive and pass on complaints to the Duty Manager.
- To prepare the facility for use by customers.

Registered in England and Wales | Company limited by guarantee | Company number: 9204269 | Charity number: 1163564
Registered office: *Field Place, The Boulevard, Worthing, West Sussex, BN13 1NP*

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- To help maintain high standards of hygiene.
- To help with deep cleans and ball washes.
- To be aware and comply with the Child Protection Policy and Procedures.
- To understand and comply with the normal operating and emergency action plan for Worthing Leisure Centre.
- To provide excellent customer care at all times assisting organisers and their guests to a standard which exceeds their expectations.

Customer Service

- Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about products available across South Downs Leisure sites
- Provide a welcoming and efficient customer service
- Assist with any customer enquiries and refer to the appropriate person if applicable.

General

- Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development)
- To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.
- Adhere to and keep up to date with all job related Health & Safety legislation and requirements.

Training

- SDL will provide all in-house mandatory training.

Other

*The role will require successful applicants to undergo an Enhanced DBS check.