JOB DESCRIPTION

POST: Seasonal Events and Leisure Team Member

LOCATION: Hilltop Holiday Park, Portrush. (Travel May Be Required)

REPORTS TO: Events and Leisure Team Supervisor

RESPONSIBLE TO: Operations Manager

Contract: Est March 2021- 31st October 2021

JOB SUMMARY/MAIN PURPOSE:

The post holder will have responsibility for assisting the events and leisure supervisor in the delivery of Blair's events and leisure programmes within the company holiday parks and across all the company locations. This role will encompass our youth and events programme, weekend entertainment and promotion, our shop kiosk, as well as providing playpark supervision.

Youth and events Programme
The post holder will also be responsible for looking after children left in our care as part of our youth and events programmes and ensuring a safe, effective and excellent environment and youth work/event service is delivered. This includes ensuring compliance with all standards and regulations, maintaining records at all times.

Promotion
The post holder will also be responsible for the promotion of our holiday park services by wearing the Blair's Bear Costume and travelling to different locations.

Play Park Attendant
The post holder will be responsible for supervising the children's play park and ensuring that all children can use facilities in a safe and enjoyable manner

Shop Kiosk
The post holder will be responsible for operating the sweet shop area within the amenity building at Hilltop Holiday Park

MAIN DUTIES AND RESPONSIBILITIES

Youth/ Event Duties

1. Assisting in the planning of the youth /events programmes.

2. Follow procedures and processes for the registration of children and young people attending youth work programmes of the company.

3. Assisting in the planning of youth/events duties.

4. Keep the youth & events environments adequately for the purpose of youth and event work ensuring the safety of the youth and young people and the staff. Using equipment safely and keeping in good order.

5. Be attentive whilst carrying out youth/event duties at all times.

6. When assisting with youth outings or trips, ensure that all youth and young persons are looked after and present at all stages.

7. Work with children and young people from a variety of backgrounds, communicating effectively.

8. Liaise with parents, guardians and others as required.

9. Be responsible and deal with any emergencies should they arise.

10. Report any concerns immediately to the Events and Leisure Supervisor or the Operations Manager as appropriate.

11. Ensure that the customer experience is to the highest standard and effective in promoting and maintaining the company ethos of excellence in customer care.

Shop Kiosk Duties

1. Provide high quality service to all customers in the shop area.

2. Restock the shelves and the fridge when necessary.

3. Monitor all stock levels and pass any re-order requirements to the events supervisor

4. Keep the shop and the interior of the amenity building clean. Empty all bins and the waste container of the coffee machine on a daily basis.

5. Make sure that all necessary cleaning cycles of the coffee machine

and ice-cream machine are carried out and recorded.

6. Ensure the security of the till at all times.

7. Cash up the till at the end of the evening shift, and pass on the cash and the count sheet to the office staff.

8. Make sure that the building is fully secured at the end of the evening shift.

9. Supervise the playground when the Playground Attendant is not on duty.

10. Supervise customers using the pool and foosball tables.

Play Park Attendant

1. Make sure that all equipment is maintained and working properly. Report any necessary repairs to the site manager

2. Ensure that older children and teenagers don't occupy equipment intended for younger children.

3. Pick-up any litter or left behind property and keep the area tidy.

4. Ensure that playpark rules (as signed) are adhered to.

Promotion Team

1. Be available for promotional photographs or videos as required.

2. Carry out all promotional activities in a safe manner with an awareness that small children will often be present.

3. Be available to work in various locations and at various times as required.

OTHER DUTIES:

1. Maintain staff relationships and morale among all company staff.

2. Employees of the company are required to promote and support the vision and direction of the Board of Directors at all times.

3. At all times provide a customer focused service and to treat those with whom they come into contact in a courteous and respectful manner.

4. Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

5. Carry out their duties and responsibilities in compliance with Health and Safety Statutory Regulations.

6. Compile accident reports and first aid incident reporting

7. Administer first aid if requested and trained to do so and compile necessary reports

8. Adhere to Equality and Good Relations duties throughout the course of their employment.

9. Ensure the ongoing confidence of customers in the company commitment to excellent service provision.

10. To assist in the management of customer complaints to a satisfactory resolution for all parties.

11. Maintain high standards of personal accountability.

12. Develop and maintain effective communication networks and working relationships with key personnel, both within and outside the company.

13. Represent the company when required.

14. To provide information and data to the company management as requested.

15. Any other duties as required.

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the company.***

Jan 2020