

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Soft Play Assistant
<u>PAY BAND :</u>	Band 2
<u>JOB EVALUATION NO.</u>	C2034
<u>REPORTING RELATIONSHIP</u>	Soft Play Supervisor
<u>JOB PURPOSE :</u>	To supervise the soft play facilities
<u>POST NO.</u>	POS000404
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To set up and maintain a safe environment for clients.
2. To maintain a clean and tidy area for customers.
3. To liaise with parent/guardian on physical activity and discuss any special requirements for their children.
4. Applying statutory regulations outlined by OFSTED/EY
5. To understand and make use of the wide range of each child's skills, both emotionally and physically.
6. To ensure time is managed effectively – dividing attention and advice equally amongst the children and ensuring the programme times are adhered to.
7. To encourage and support clients – listening and advising.
8. To ensure every customer, regardless of age, sex, ability or disability, receive equal service and a quality experience.
9. To communicate effectively within the Centre, and team solve problems where necessary and liaise with professionals of other agencies, ie Social Workers, NSPCC/Educational Psychologists/Clinical Medical Officers/Speech Therapists etc.
10. To supervise the soft play facility, co-ordinate children's parties and assist with the catering provision.
11. To ensure all records, where appropriate, are neatly maintained.
12. To understand the Centre's Emergency Action Plans (EAPs) and Emergency Operating Procedures (EOP).

13. To support and enforce the Centre's policies and procedures – such as session times, payment and ticket collection.
14. To develop and maintain good public relations with customers and encourage a good relationship between attendants and customers. Provide a varied programme of play activities appropriate to age range of children.
15. To deal with customer complaints with tact and diplomacy, and have the knowledge of where to get help when required.
16. To work with the Soft Play Supervisor and Duty Managers on new schemes of work and promotional ideas.
17. To keep up to date with ideas and developments linked to the Soft Play supervisor.
18. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
19. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
20. Carry out your role in line with the Council's Equality agenda.
21. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
22. Any other duties of a similar nature related to this post that may be required from time-to-time.
23. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
24. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
25. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
26. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: January 2020

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

SOFT PLAY ASSISTANT

POST NO. POS000404

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
Qualifications & Education			
1	NVQ Level 2 or equivalent in a relevant childcare subject	E	
2	NVQ Level 3 or equivalent in Childcare		D
3	First Aid at Work for Children		D
4	Basic Food Hygiene		D
Experience & Knowledge			
5	Previous experience of working with children	E	
6	Previous experience of coordinating children's activities	E	
7	Understanding of Health and Safety requirements		D
8	Previous experience with cash handling		D
Skills			
9	Ability to communicate orally with young people and parents	E	
10	Ability to demonstrate educational skills in play	E	
11	Ability to work successfully as part of a team	E	
12	Ability to work with computerised booking systems		D
Personal Attributes			
13	Ability to demonstrate a caring disposition	E	
14	Flexible approach to a fast changing working environment	E	
15	An interest in sports and leisure and community work		D
16	An interest in courses relating to children's activities		D
Special Requirements			
17	Flexible approach to working time arrangements	E	
18	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	

19	Interest in working with children to promote their development and educational needs	E	
20	Ability to form and maintain appropriate relationships and personal boundaries with children	E	
21	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	E	
22	Suitability to work with children	E	