

Haverhill Town Council

JOB DESCRIPTION

Post Title:	Zone Team Member
Responsible to:	Project Manager
Responsible for:	Supporting activity at The Zone.
Hours:	Varied shifts including evening and weekend shifts to be worked
Salary:	Under 21: National Minimum Wage, currently £5.90 per hour Over 21: National 'Real Living Wage' Currently £9.00 per hour

Overall Responsibilities

- a) To work with the Project Manager to provide a safe, enjoyable and secure environment for all visitors to The Zone.

Specific Responsibilities

1. Supervising Play:
 - a) Facilitate the safe and productive use of The Zone by children and young people plus parents and carers.
 - b) Ensuring that Health and Safety procedures set by the Project Manager are implemented fully and completely.
 - c) Check the soft play area before and after each use to ensure it is safe and clean.
 - d) Supervising children on the play equipment and prompt parents to respond to issues or act directly where appropriate.
 - e) To ensure the whole facility is kept to high standard of cleanliness
2. Staffing the café:
 - f) Provide a friendly welcome and taking food orders at the bar
 - g) Delivering orders promptly and courteously to the customers
 - h) Clearing tables through the day
 - i) Hosting Birthday parties, ensuring everyone has fun and enjoys their visit
 - j) Setting up and clearing party areas
3. Maintaining a safe and secure environment:
 - k) Operating the till, answering phone calls, taking party bookings
 - l) Complete regular health and safety checks and maintain clear records
 - m) Cleaning of the whole facility, including the washrooms, kitchen and play equipment as directed.

Other Duties

1. Accurately recording attendances, actions, events and issues in a confidential record book.
2. Providing a listening ear to young people.
3. Deal with general enquiries from members of the public

4. Reporting any incidents or issues, equipment problems or concerns of risk promptly, to your manager or professional supervisor.
5. Reporting safeguarding concerns promptly following the Suffolk Social Care Safeguarding Protocols as adapted for the project.
6. To attend meetings as required by the Management.
7. To act as a good ambassador for the Council.
8. Undertake and training as required to enable you to do a broader range of duties within your personal capability.
9. To carry out any other duties as might reasonably be required within the general orbit of responsibilities of the post,
10. Undertaking similar work elsewhere in Haverhill including at outdoor events and at the Arts Centre.

April 2021

PERSON SPECIFICATION

Zone Team Member (The Zone)

Essential	Desirable	How Tested
Qualifications		
If aged 18+, the ability to obtain a satisfactory disclosure from the Vetting and Barring Service, for which we will apply on behalf of the successful candidate		Application form/interview
Good standard of spoken English	Recognised Youth or early years work qualification	Application form/interview
Willingness to attend training in First Aid	First Aid qualification	Application form/interview
Willingness to attend training in Food Hygiene	Food Hygiene Certificate	Application form/interview
If aged 18+, willing to work towards a recognised youth or early years work qualification		Application form/interview
Experience		
	Previous experience of working with young children or young adults	Application Form / Interview
	Experience in a food handling environment	Application form/interview
Special Aptitudes		
Good personal hygiene		Interview
Clean / Smart appearance		Interview
Courteous with customers, kind and approachable when working with young children		Application form/interview
Empathy with young adults and the issues they face locally. Bright, confident and friendly Good sense of humour Ability to operate effectively within a small team. Ability to work under pressure in a hectic play environment. Punctuality, Confident, enthusiastic, reliable and self-motivated Act in a professional manner that reflects positively on the Town Council and Haverhill Community Trust brands.	Ability to work at weekends and school holidays	Application form/interview