**JOB DESCRIPTION**

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| **Job Title:** | **Park Assistant**  |
| **Reporting To:** | Duty Manager/Supervisor  |

**Casual Hours - predominantly weekends and school holidays**

**Background**

Wave Leisure Trust Limited (Wave) is a Charity and Social Enterprise with a purpose of “Inspiring Active Lifestyles” and a Vision, “To be at the heart of the improvement of health and wellbeing within the Community”.

Formed in 2006, Wave is recognised as an award-winning Trust, managing fifteen leisure facilities and Newhaven Fort along with providing a vast range of activity programmes and outreach initiatives.

Supporting well over one million active customer visits on an annual basis, Wave ensures all surplus revenues generated from activities are reinvested back into the community in the form of facility developments and refurbishments, new programmes of activity or outreach initiatives.

As we emerge from the intense phase of the pandemic our ‘Build Back Better’ Strategy focuses on three key activity areas:

1. **Rebuild**
* The structure of the business focusing on core activities.
1. **Invest**
* To ensure recovery, greater resilience and future sustainability.
1. **Community Health**
* In isolation or in partnership with public health partners to deliver positive health interventions.

**The Post in Context**

Wave acquired Sky High Trampoline Parkin 2019. This business acquisition fits clearly with the Wave Purpose of “*Inspiring Active Lifestyles*” and vision of “*to be at the heart of the improvement of health and wellbeing in our community*”. Furthermore, it is expected to make a significant contribution towards Strategic Priority 2 “*Wave will be an independent and financially self-sustaining organisation*”.

First impressions count. We are in the business of creating amazing customer experiences and it starts with you. As the first people our customers will meet, we need the most helpful, most positive, friendliest people to welcome them and help them enjoy their experience.

Whether it be creating games and events for parties of excitable children, helping the stressed parents set up the party room or showing a customer where they can find a coffee and a quiet seat – we want your enthusiasm to be infectious.

**Job Purpose**

The number one priority for Sky High is the safety and enjoyment of our customers at all times, and this is where you come in. Our Park Assistant role is to ensure that bouncers are having fun whilst remaining safe, serving customers, hosting children’s birthday parties, serving refreshments and food at our café.

**Summary of Main Duties:**

1. Ensure all Sky high customers are having the best trampolining experience.
2. Ensure all customers are jumping safely and courteously at all times
3. To monitor the various features in the park – Walk the wall, Basketball, Aero ball and Air bag.
4. To assist with all customer enquiries, making yourself approachable and presentable.
5. To work as part of a team.
6. Conducting safety briefings.
7. Hosting parties – organising games and activities
8. Ensure all Sky High customers are dealt with promptly and courteously at all times
9. Ensure the highest standards of cleanliness are achieved throughout the park
10. Prepare hot and cold drinks and serve a range of hot and cold snacks and food.
11. Re stock the café
12. Welcoming customers – creating a fun and relaxed environment
13. Assisting customers to get checked in a quickly as possible
14. Taking payments for court bookings, parties, cafe etc
15. Guiding customers through our processes
16. Ensuring all bouncers have completed a safety waiver
17. Booking sessions and parties
18. Answering emails and phone enquiries
19. Upselling park merchandise.
20. Keeping all areas safe and clean

**Skills Required:**

1. A passion for customer service and safety
2. Whistle blower / referee – we need you to control excitable people
3. The ability to work as part of a team
4. Confidence to speak to all ages of the public
5. Punctuality
6. Honesty
7. Reliability

**Additional skills (beneficial but not essential):**

Interest in trampolining, free running, parkour or gymnastics or general health and fitness.
Previous customer facing experience.

For more information please visit – [www.skyhightrampolinepark.co.uk](http://www.skyhightrampolinepark.co.uk)

**Other Duties**

* To carry out other duties as required.
* To adhere to Sky High and Wave Leisure Trust’s policies and procedure

I accept this Job Description.

**Signed:** ………………………………………………………………………………………………..

**Print Name:** ........................................................................................................................

**Date:** .....................................................................................................................................