

Job Description



Job Title: Kids Club Ranger

Responsible To: Programme Supervisor/ Dry Sports Manager / Kids Club Leader / Duty Manager/ Venue Manager

Place of Work: Based across multi sites across the company

Purpose of Job:

- To deliver an exciting, action packed and adventurous activity programme
- To provide a consistently high standard of service across all SCT sites, through the instruction and co-ordination of children's activity throughout facilities programmes
- To promote the venues branding within all children's activities (this may require dressing as the company mascot)
- Attracts new members and retains existing ones.
- Provide a safe environment that gives confidence to children and parents
- Provide exceptional friendly customer service tailored to children
- Facilitates friendship amongst the children
- Ensure the administration system is operated efficiently including overseeing: registration, booking system and Ofsted

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- To ensure that Service Magic standards are utilised and that every member of the team is focused on providing customers with a positive experience.
- Offer an excellent level of internal/external customer service, dealing with all enquiries and comments in accordance to the company's customer care policies.
- Deliver an activity program to ensure that excellence and excitement levels are being met to the highest standards

3 People

- To work as a member of the Kids club team, working pro actively with other members of staff in all other areas of the business
- To ensure that on a day to day basis that you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts

- Attendance at both meetings and training will be obligatory, however non attendance will be at the discretion of your line manager
- Attend briefing sessions to fully understand all aspects of the Family membership package and Children's programmes

4 Financial

- To assist in the delivery of realistic financial objectives ensuring measures are in place to achieve the agreed budget.

5 Business Development

- To continually attract new customers and events to the venue so that income and profit figures are achieved.
- To deliver repeat customer business through the effective day to day running of the Dry Side Operations and the delivery of the Health and Safety Policy.

6 Business Development

- To ensure the smooth running of the day to day operation, at a reasonable cost, so that customers are satisfied with the service and budgets are not exceeded.
- To plan and prepare lessons and schedules for all kids club activities within the kids club scheme

7 Operations

- Ensure all procedures are adhered to including
- Rules that ensure safety, Behaviour charter, induction procedure, safe collection of children, managing children with difficulties

8 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set outline the Corporate Plan.

9 Health and Safety

- To ensure that the centre complies with all current Health & Safety Legislations
- To report immediately any areas of concerns to either a line manager or Duty Manager
- Adhere to the Company's health and safety policy and procedures at all times.
- Deliver the highest standards of performance on ambience settings, room and equipment lay outs and cleanliness in accordance with Health & Safety regulations and the requirements of SCT.

Person Specification

Job Title: Kids Club Ranger

Selection Criteria:

CRITERIA	STANDARD	ESSENTIAL/ DESIRABLE	MEASURED BY
Work Experience			
	Experience in working with children	E	Application form /Interview
	Must be prepared to work flexible hours including evenings and holiday period	E	Application form
Knowledge			
	Level 2 relevant qualification this can be a GCSE, A level, BTEC, in areas such as Childcare, social care or sports or Sports coaching qualification	E	Application form
Skills			
	Enthusiastic	E	Interview
	Good team player	E	Interview
	Good communicator & leader	E	Interview