



Job Description

Job Title: Party Host

Responsible To: Programme Supervisors and Duty Manager

Direct Reports: N/A

Place of Work: Any site operated by SCT

Purpose of Job:

- To ensure parties run without any issues, this includes meet and greeting parents, collecting food orders, delivering activities, liaising with parents and venue staff
- Pro-actively offer equality for all – regardless of race, disability, gender etc.

Key Responsibilities:

1 Core Values

To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

2 Customer

Assist with the customer feedback system including suggestion books, questionnaires and focus groups that manage complaints and ideas from children and parents.

Make sure every child has the best experience they can and one that is remembered

3 People

To ensure that hospitality to all adults present is of paramount importance to build a rapport

To meet and greet all families and maintain a good rapport with the family during the party.

4 Financial

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 operations of the centre, including the delivery of events.

6 Operations

Deliver the Standards of Performance on ambience settings, room and equipment layouts and cleanliness.

Ensure that excellence and excitement levels are being delivered to the highest standards during each party.

Adhere to the venue specific appearance policy and maintain exceptional levels of customer service during each party.

To help venue if no party is in attendance with general venue duties, this may include meet and greet customers, tidying areas, interacting with customer and other reasonable requests to meet business needs

Attend and comply with all training to deliver an exceptional Children's Activity Programme

7 Key Performance Indicators

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

8 Health and Safety

Comply with all Health & Safety process for activities, including: establishing and managing the special needs of children, conducting risk assessments on each activity programme and facility area e.g. equipment safety checks for sharp, broken equipment etc.

Ensure all procedures are adhered to including:

- Rules that ensure safety e.g. when going to the toilet etc.
- Safe collection of children
- Managing badly behaved children
- Supporting children with special needs
- Adhere to the Company's health and safety policy and procedures at all times.

Essential	Desirable
Experience in working with children	Sports Coaching Qualification
Happy, smiley, fun person	
Excellent customer service skills and actively go out the way to make the best experience	
Actively able to solve problems	