

## **Job Description & Person Specification**

### **Play Centre Manager**

**Full-Time - 40 hours a week**

**Salary £18,000 - £25,000 pa depending on experience**



### **Job Description**

As Play Centre Manager you will oversee the operation of the busy and unique play centre and crèche to the highest standards, ensuring that the best possible environment and care are provided for the young children. As play centre manager you will need to have a flexible approach to the job with the ability to multi-task. Being organised, patient and calm at all times is essential.

### **Key Responsibilities**

- Oversee the safe running of the play centre and crèche in accordance with risk assessments and operating procedures.
- To build and lead a team to deliver an exceptional experience to every child and children's parties.
- Supervise young children in a safe and secured environment.
- Stop behaviour that could be dangerous.
- Respond quickly in emergency situations.
- Deliver excellent customer service and resolve customer complaints should they arise in line with company policy/procedures.
- Conduct general routine maintenance and cleaning duties around the play centre to ensure it meets the required standards of cleanliness, security and health & safety.
- Process bookings and payments.
- Promotion of products and services.
- To train and coach team members and support them in delivering their roles effectively.
- To suggest and implement marketing updates and new ideas for the centre.
- Support the director and other managers in organising and delivering Bijou team meetings.

### **Person Specification**

The play centre manager role requires a variety of skills, experience, knowledge and behaviours. These competencies will be assessed by application form and interview.

<b>Essential</b>	<b>Desirable</b>
<b>Skills:</b>	
<ul style="list-style-type: none"> <li>• Excellent management and organisational skills</li> <li>• The ability to work quickly while remaining welcoming and friendly to customers and children</li> <li>• The ability to spot issues and opportunities</li> <li>• The ability to lead by example</li> <li>• The ability to supervise, motivate, train and develop staff</li> <li>• Excellent communication skills between customers, children, team members and directors</li> <li>• Willingness to learn and show initiative</li> </ul>	
<b>Knowledge:</b>	
<ul style="list-style-type: none"> <li>• Level 3 qualification in child care</li> <li>• Full clean advanced DBS certificate</li> <li>• Up to date first aid certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatric first aid training</li> <li>• Safeguard training</li> </ul>
<b>Experience:</b>	
<ul style="list-style-type: none"> <li>• Previous supervisory/management experience in a child care/education environment</li> <li>• Experience of managing a department</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Record in generating revenue and business development</li> </ul>
<b>Behaviours:</b>	
<ul style="list-style-type: none"> <li>• An individual with a 'can do' positive attitude and approach</li> <li>• Demonstrate trust, openness and respect in dealing with staff and members of the public</li> <li>• Flexible approach to tasks and workloads</li> </ul>	<ul style="list-style-type: none"> <li>• An appreciation and understanding of what Bijou wants to achieve</li> <li>• Commitment to the hospitality culture</li> </ul>
<b>Other:</b>	
<ul style="list-style-type: none"> <li>• Willingness to work unsociable hours, including weekends</li> </ul>	

**Please note, successful candidates are required to provide a full 5 year works history and will be subject to a satisfactory DBS check.**

**How to apply:**

Please complete the following application form and send to [saffron@bossemploymentgroup.co.uk](mailto:saffron@bossemploymentgroup.co.uk)