

## **Role Profile – Apprentice Play Centre Supervisor**

### **Purpose**

**To ensure the Play Centre maintains and develops its reputation for excellence with regards to the customer experience, the working environment, and the safety and well being of all its stakeholders**

### **Objectives and Responsibilities**

- Understand and apply at all times the company's policies and procedures with regards to Health and Safety at work
- Understand and apply the Play Centre rules with regards to the safety and well being of visitors, other employees, and suppliers
- Carry out routine equipment checks and cleaning regimes on a daily basis and record and report any faults to Manager
- Maintain stock various items ensuring perishable items are rotated in date order (e.g. drinks, chocolate); any out of date stock to be removed and passed to Manager. Other stock items include socks, velvet art, machine prizes and cleaning materials
- Understand and be able to apply the Play Centre fire evacuation procedure
- Work in cooperation with other staff on duty to ensure supervision positions are maintained with vigilance with regard to visitor safety and other Fun Barn rules and policies
- Undertake an Emergency First Aid course and act as first aider as and when required
- Ensure key documentation is filed and maintained for inspection by managers as and when requested (Accident Reports, Equipment and Fire Drill checks).
- Be able to undertake a fire alarm test every Friday and record in diary
- Ensure diary is maintained correctly liaising with office (birthday parties, school and group visits, record of key cleaning tasks, record of child sickness incidents)
- Ensure the details of any customer complaints or incidents are passed to Manager as soon as possible if you are unable to satisfactorily resolve them yourself
- Ensure Visitor Comment book is completed by birthday party customers

- Work with Apprenticeship Scheme Manager to ensure relevant aspects of practical project elements of the scheme are completed in a timely manner and to an appropriate standard