

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO3-1424	Grade C
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Job purpose: Assist customers / visitors to utilise a facility or service.

Grade C posts require the provision of readily available information to customers but still within clearly defined guidelines and procedures. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	GCSE A - C or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices Able to communicate clearly Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these Awareness of Microsoft Office applications and the internet. Good customer service skills Demonstrates interest in the products / services being delivered
Creativity and Innovation	Work in an environment under direct supervision of manager or senior colleague Following initial guidance, at times work on own initiative to manage own activities and contribute to longer term activities / plans. Maintain relevant basic records, provide information and complete associated administration tasks as required
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Be first point of contact on a range of queries signposting less straightforward requests/queries. Regular contact with colleagues, volunteers, customers, visitors and members of the public.
Decisions – Discretion & Consequences	Work is carried out as directed within clearly defined guidelines and procedures. Undertake basic inspection and /or maintenance of tools / equipment / site as required Take action where necessary to ensure the security of items and / or the facility.
Resources	May require accurate handling and security of tools, equipment and cash
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Birthday Party Host	
Role profile family:	Community Engagement	
Role profile number and grade:	CE03-1424	Grade C
Number of posts:		
Service/Team:	Leisure Operations	
Reports to:	Specialist – Leisure Operations	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to service users, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

The party host will deliver fun, engaging and personal birthday parties for children within the leisure centres. Organising the party from set up, delivery and finish you'll ensure the birthday child and their guests have an unforgettable experience. Smiling, enthusiastic, friendly, organised and positive are all traits to ensure the party host delivers an exceptional birthday experience.

Specific duties and responsibilities include:

- Ensure party is set up correctly and ready in advance for the start time of the party.
- Be conversant and follow the Centre's operational procedures including Normal Operating Procedures and Emergency Action Plan and carry out duties accordingly
- Communicate with parents and be the main contact throughout their party booking, dealing with queries and responding in line with set guidance
- Greet, acknowledges and interact with the birthday child and guests on their arrival in a friendly, polite and professional manner.
- Deliver parties ensuring that all children are kept included, adapting if necessary.
- Instruct, supervise and demonstrate to ensure the party runs smoothly and maximises the enjoyment of the children attending.
- Be able to think on your feet and use initiative where needed to deliver the exceptional party experience.
- Continuously interact with children ensuring their needs are always put first.
- Ensure the safety, well-being and security of children at all times.
- Ensure the party is delivered in a safe manner, considering the guests health and safety at all times.
- Respond quickly, efficiently and professionally to any emergency situation; completes necessary paperwork and notifies the Duty Manager as a matter of priority.
- Attend required training sessions and scheduled meetings where necessary.
- Have fun! – to be the face of the party and ensure children have a great experience!

Specific requirements for this post:

- There is a requirement to wear a uniform.
- Weekend working is a requirement of the role as parties are usually delivered over weekends.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Enhanced DBS disclosure
- Excellent customer service and communication skills.
- Must be able to work weekends.
- Ability to work on your own.
- Awareness of the safeguarding policy in relation to children
- Knowledge and understanding of the Centre's Normal Operating Procedures and Emergency action Plan (with training)

Desirable

- Previous experience of working with children in a similar role.
- First aid qualification

Career graded posts

This post does not form part of a career grade.

OR

This post forms part of a career grade progression structure, designed so that postholders can progress once academic qualifications and experience thresholds have been met. This is subject to a vacancy or funding (with work required at the skill level) being available and a successful selection exercise.

The posts that form part of this career structure are:

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Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	☒
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	☐
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	☐
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	☐
This role is not politically restricted	☒

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	☐
This role does not have any professional or occupational membership requirements	☒

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	☒
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☐

Clearances – Baseline Personnel Security Standard (BPSS)	
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This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	☐
This role is not subject to a BPSS check	☒

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	☐
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	☐
This role is not subject to a NPPV check	☒

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☐
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	☐
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☒