

ONE REN

POST TITLE:	Adventure Zone Assistant	POST ID:	
DEPARTMENT:	Adventure Zone	GRADE:	1
SECTION:	Operations and Estates	LOCATION:	On site
REPORTING TO:	Team Leader		
LINE MANAGEMENT OF:	None		

JOB PURPOSE

To assist the Team Leader in the day-to-day operation of the Play/TAG area or Holiday Activities programme, to support the smooth running of the facility by assisting in the preparation and practical deliveries of all activities and services.

KEY DUTIES & RESPONSIBILITIES

1. Maintain play facilities, equipment and resources to the highest standards, ensuring they are safe, inclusive, welcoming and accessible for all children and families.
2. Deliver outstanding customer service to all users, treating everyone with respect, dignity and equality while promoting a positive image of OneRen.
3. Contribute to the planning, preparation and delivery of engaging play sessions and teamwork plans that provide high-quality experiences for children.
4. Support the development of innovative programmes, activities and play opportunities that meet the diverse needs and interests of children and families.
5. Comply with all Health & Safety policies and procedures, taking personal responsibility for promoting a safe environment and safeguarding the wellbeing of all participants.
6. Uphold and actively support OneRen Child Protection Policy, ensuring children are protected and their welfare remains the highest priority.
7. Accurately report and record faults, damage or equipment issues in accordance with facility procedures, demonstrating accountability and attention to detail.
8. Complete all required documentation, including safety checks, cleaning records, training logs and lost property records, ensuring information is accurate, timely and compliant with procedures.
9. Work collaboratively with colleagues to create a positive, inclusive and supportive team culture that delivers the best outcomes for children, families and the wider community.
10. Respond promptly and professionally to accidents, incidents and emergencies, providing appropriate support and maintaining accurate records.
11. Assist with emergency evacuation procedures when required, ensuring the safety and wellbeing of all facility users.

12. Support and supervise groups using OneRen facilities, encouraging participation, confidence, enjoyment and positive development through play.
13. Promote products, services and activities in a helpful and knowledgeable manner, supporting customers to make informed choices that best meet their needs.
14. Resolve customer queries and complaints professionally, listening actively, treating people fairly and seeking solutions that enhance the customer experience.
15. Work flexible shift patterns to effectively meet the needs of the service and support the delivery of high-quality play opportunities.
16. Undertake projects, initiatives and assignments that contribute to continuous improvement, service development and enhanced customer experiences.
17. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with OneRen's policies and procedures.
18. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.
19. Promote the health and safety of employees at work and of service users through the implementation of the OneRen's policy on health, safety and welfare at work and Service health and safety arrangements in accordance with all relevant statutory requirements.
20. Adhere to the OneRen's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
21. Uphold the organisational values of integrity, excellence, creativity and fairness.
22. Carry out any other duties appropriate to the role.

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION		Leisure related qualification ie. Relevant coaching/teaching qualifications	Application
RELEVANT EXPERIENCE	Experience of team work	- Experience of working with children - Some previous experience of working in a leisure related field - Experience of dealing with customers in a service environment	Application, Interview
RELEVANT SKILLS	- Good communication skills - Ability to work on own initiative	Coaching and instructing skills	Application, Interview

PERSONAL QUALITIES	• Courteous and efficient telephone manner • Positive, enthusiastic and outgoing personality • Confident and authoritative with the ability to deal with parents, children and staff		Application, Interview
OTHER	• Demonstrate excellent interpersonal skills		Application, Interview

Approved by:	Alan Cunningham	Date:	14 th August 2026
Evaluation Reference:	A3511	Date:	3 rd September 2026