



### **Birthday Party Assistant**

**Location:** Plymouth Life Centre

**Contract:** Casual worker

#### **Role Summary:**

The birthday party assistant will be responsible for delivering children's birthday parties for Plymouth Active Leisure. Main responsibilities include setting up/down of the party and creating a fun, safe, and inviting atmospheres for all guests.

#### **Key Responsibilities:**

- Ensure all equipment is set up on time before guests arrive
- Greet guests warmly to make them feel welcome
- Ensure the safety and supervision of children during the party and be on hand to help parents set up or answer any questions
- Ensure the area is cleaned before the next party arrives
- Provide excellent customer service to ensure both children and parents enjoy the party
- Liaise with relevant staff including duty manager, kitchen team or coaches
- Listen to parents to address any concerns, recommendations, or complaints, and ensure they are promptly communicated to the birthday supervisor or duty manager for resolution
- Ensure all equipment is stored away in the correct place and the area is left clean

#### **What We're Looking For:**

- Someone vibrant and enthusiastic
- Available to work Saturdays and Sundays
- An individual who understands and implements agreed policies and procedures to ensure a quality service is provided
- Strong communication skills and the ability to build rapport with customers

#### **What We Offer:**

- A supportive and friendly working environment
- Free membership to the gym and pool
- Ongoing training and professional development opportunities

**How to Apply:** Please send your CV and a cover letter to [getactive@plymouthactive.co.uk](mailto:getactive@plymouthactive.co.uk)