



## Party Host Recruitment Pack

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## ***Boing!* Party Host advert**

*Boing!* Softplay Family Centre has become the party venue of choice for so many families of children aged 0-5 across Bristol. Thanks to our affordable and brilliant *Boing!* Party offer, and the reviews and testimonials posted by people who have had or attended *Boing!* Parties, word of mouth has spread across the city and we find ourselves fully booked far in advance.

We are seeking 2 responsible and capable people to join our fantastic team and host parties for *Boing!* at the weekend. Typically, we host six parties every weekend – these will be split between 2 current Party Hosts and the successful candidates from this recruitment process.

The successful candidate for the role will work for 10hrs (8.30am-7pm) on one of the weekend days – two weekends in a four week period – supporting families to run their parties. They will also be responsible for completing the work in order to manage and increase bookings.

Within the team, Party Hosts will be expected to cover annual leave and sickness and be a short notice stand-in in case of any emergencies. We are looking for enthusiastic, hard-workers who are good with, and care about people, have an eye for detail and can work confidently and self-sufficiently, managing systems and processes. The salary for this role is £12.50 per hour plus holiday and bank holiday allowance.

Full training will be provided and as a staff member you will be entitled to benefits including a 50% discount on café food and parties. There may also be opportunities for casual work during the week in our Softplay Family Centre.

If you are interested in finding out more about this role please check out our website, [www.boingsoftplay.com](http://www.boingsoftplay.com) or e-mail Hayley at [manager@boingsoftplay.com](mailto:manager@boingsoftplay.com).

## Job Description

|                             |   |
|-----------------------------|---|
| <b>Job title:</b>           | <i>Boing!</i> Party Host  |
| <b>Hours of work:</b>       | <ul style="list-style-type: none"><li>• 8.30-7pm - 10 hrs per Saturday/Sunday (2 x 10hrs in a 4 week period).</li><li>• More with the cover of annual leave and if asked to work to cover sickness and as a short notice stand-in in case of any emergencies.</li></ul> |
| <b>Work base:</b>           | <i>Boing!</i> Softplay Family Centre, c/o The Hub, Gainsborough Square Lockleaze BS7 9FB.   |
| <b>Holiday entitlement:</b> | 20 days per year, plus Bank Holidays, pro rata.   |
| <b>Salary:</b>              | £12.50 per hour (£24,442.03 per annum pro rata based on FTE 37.5hrs pw)   |
| <b>Probation:</b>           | 6 months from appointment   |
| <b>Management:</b>          | Line manager is the <i>Boing!</i> Lockleaze Party Manager.  |

### Purpose of the post:

- To support families to hold their celebration parties at *Boing!* including setting up/down.
- To ensure that *Boing!* is clean, tidy and well presented for parties.
- To process *Boing!* Party enquiries, corresponding with enquirers via e-mail, phone, social media.
- To market *Boing!*, especially our party offer, and maximise the number of *Boing!* Party bookings.
- To be a fantastic ambassador for *Boing!*
- To carry out other *Boing!* administrative tasks including finance database updating and anything else deemed necessary by the *Boing!* Party Manager/CEO.

### Further information

*Boing!* Softplay Family Centre is based in the heart of Lockleaze, a community which, despite recent revitalisation, is still within the top 30% of deprived wards nationally. *Boing!* was established in 2011 as a part of the important work to support and help some of the community's more needy families. It is now a not-for-profit social enterprise with all income invested back into the business to help fund our work during the week. This work includes a Play Café, a targeted toddler group and other activities to benefit local families of 0-5 year olds.

Our *Boing!* Parties offer is the income generating part of our enterprise so it is vital for us to maximise the number of parties we host and deliver a fantastic, high-quality service that customers love and praise to others.

Every weekend, *Boing!* can host up to 6 parties, specifically for families of 0-5 year olds – 3 on a Saturday and 3 on a Sunday. Over each of the past 12 months, we have been over 98% full with our party bookings. Many of our bookings come from word-of-mouth (you can see what people are saying about our parties by visiting our Google Review page). Our objective is to fill every available timeslot every weekend.

The party timeslots on a Saturday and Sunday are 9-11.30am, 12-2.30pm and 3-5.30pm. These 2.5hr timeslots must include 30 minutes at the end for setting down the party. There is then a 30 minute buffer until the next party. These six workshifts per weekend will be split between our two current Party Hosts and the 2 successful candidates from this recruitment process. There is the possibility for flexibility around working arrangements but this will only be able to be decided once the recruitment has been finalised.

Party Host work during the parties will look like this:

- 9am/12pm/3pm: The Party Organiser arrives and is welcomed by the Party Host.
- First 15 minutes of the party: The Party Host *helps* set up the party. This can involve blowing up balloons, putting up decorations, moving tables and chairs, filling up pump pots with hot water etc.
- Until 10am/1pm/4pm: The Party Host will base themselves in the kitchen, serving guests with drinks and snacks and chatting alongside admin, cleaning and preparation tasks for the next week.
- From 10-10.45am/1-1.45pm/4-4.45pm: The Party Host will base themselves in the main office with some administrative/marketing tasks but will be available to answer any questions from the Party Organiser. The tasks will include processing party requests that have come in via e-mail and social media, answering questions, updating our website and social media pages as well as some general office related tasks.
- Last 30-45 minutes: The Party Host *helps* set down the party, gently moving guests on, clearing and tidying *Boing!*, and (deep) cleaning where necessary, ready for the next party booking.

The Party Host will get two 15 minute breaks during the course of the day. At the very end of the day (5.30pm) the Party Host will stay for 90 minutes to complete a deeper clean and tidy of the premises, ready for the next day's activities.

## Person specification

The following criteria are considered ***essential*** for this post:

- Punctual and reliable.
- Motivated and hardworking.
- Demonstration of good organisation and efficiency.
- Ability to manage own workload (including establishing priorities). Proactive.
- Ability to work independently (paying attention to detail and being accurate) as well as collaboratively within a limited timescale.
- High standards, especially relating to cleaning.
- Flexible, using initiative to good effect and can work well/is creative under pressure.
- Proficient in using word processing, spreadsheet and design software (including Microsoft Word, Excel and Publisher).
- Ability to focus on work when part of a busy office environment.
- Ability and willingness to engage & communicate positively with both children and adults (including face to face, over the phone and via letter, text, social media etc).
- Completely comfortable with responsibility.
- Comfortable with 'lone' working.

The following criteria would be ***desirable***:

- Possession of a valid first aid certificate.
- Possession of a valid food hygiene certificate.
- Demonstrative fundraising experience.
- Demonstrative marketing experience, especially with understanding, creating and publishing social media content.