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**Job Description**

**Job Title: Creche Assistant**

**Section:** Leisure Services

**Contract type:** Various roles available

**Responsible to:** Creche Lead

**Overview / Purpose of Role**

To take responsibility for a group or individuals, and respond to their needs whilst participating in activities in the Crèche area.

**Job Context**

* The post holder will report to the Crèche Lead.
* The post holder will be required to work evenings, weekends and public holidays
* The post holder will be required to wear a uniform

**Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Customer Service

* Maintain a positive visual image of the centre to customers by providing a welcoming, helpful and professional service and ensuring exceptional standards of presentation throughout the centre at all times
* Pro-actively anticipate customer feedback whenever possible in addition to handling customer complaints, concerns and comments ensuring customer satisfaction through ownership and resolution of issues
* To practice good Customer Care at all times when dealing with the public, in accordance with the Society’s Code of Practice.

Operations

* To ensure that all necessary qualifications for the post are maintained and renewed. NVQ levels 2 or 3 Child Care or NNEB or BTEC Child Care and Mother and Baby First Aid are prerequisite for the post
* To assist in the day to day operation of the service ensuring that required levels of staffing, security safety and cleanliness are maintained.
* To actively encourage bookings, birthday parties etc.
* Maintain all appropriate records, systems and procedures in accordance with instructions and regulations.
* Maintain good public image to users, to positively promote the service.
* To be responsible for all Health and Safety issues relating to the operation of the Crèche, and the customers who use the facility.
* To assist with the planning and organisation of activities for groups and individuals in a manner of which they all benefit.
* To take on any work related to the job, motivating, rewarding children, cleaning maintenance of the equipment and environment and manage administration duties as necessary.

**Protecting Staff and Services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

**Personal Specification**

The criteria listed in this Person Specification are all essential to the job.

**Minimum Essential Requirements -** Evidenced by **a:** application form **b:** test **c:** interview

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| **Essential Criteria** | | | |
| **Skills / Knowledge a b c** | | | |
| Activity planning | √ |  | √ |
| Good knowledge and understanding of health and safety requirements in the provision of high quality care to children | √ |  | √ |
| Participating in planning a range of activities | √ |  | √ |
| Maintaining great standards of cleaning and hygiene | √ |  | √ |
| Ensure all policies, procedures, risk assessments are read, understood and followed | √ |  |  |
| Keep a record of incidents and accidents in the correct form |  |  | √ |
| Encourage positive and safe behaviour within the setting | √ |  |  |
| Maintain positive, proactive and motivated | √ |  | √ |
| Excellent time management skills | √ | √ | √ |
| Willing to undertake active Newham DBS | √ | √ | √ |
| Well presented at all times |  |  | √ |
| **Experience** | | | |
| Experience in a childcare environment/working with young children | √ |  | √ |
| Providing a safe environment | √ |  |  |
| Experience in Supervising and monitoring children |  |  | √ |
| An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation |  |  | √ |
| Demonstrates trust, openness and respect in dealings with people |  |  | √ |
| Flexible and adaptable approach to tasks and workload |  |  | √ |
| Good written and oral communication skills | √ | √ |  |
| Ability to build and maintain a trusting relationship with both child and parent |  | √ |  |
| **Qualifications a b c** | | | |
| Minimum NVQ Level 2 or 3 Childcare qualified | √ |  |  |
| Paediatric First Aid | √ |  |  |
| **Other Special Requirements** | | | |
| Willingness and ability to work evenings and weekends to maintain and ensure consistent service delivery |  |  | √ |

**How to apply**

If you feel that you meet the requirements of this exciting role, please email an updated CV along with a cover letter explaining how you meet the criteria for the role to: recruitment@activenewham.org.uk.