

Job Description: Play Centre Manager

GENERAL DESCRIPTION: To oversee the efficient day-to-day management of Challengers services delivered at Challengers play centres – ensuring the delivery of high quality and creative leisure activities for children and young people. To deliver schemes and conduct yourself in accordance with Challengers Policies and Procedures.

RESPONSIBILITY: You are responsible to the Challengers Operations Managers, Head of Service and ultimately to the Chief Executive Officer.

LIAISE WITH: Play and Leisure Team, Operations Administrative Team, Fundraising Team, Chief Executive Officer and health/social service/education professionals as appropriate.

DUTIES AND FUNCTIONS OF PLAY CENTRE MANAGER

ACTIVITIES & ENVIRONMENT – *Children need and deserve a varied and high quality play and leisure programme. The Play Centre Manager is responsible for researching and inspiring fun and creative activities that excite and ‘wow’ children. The Play Centre Manager will identify toys and equipment to facilitate activities. It is the Play Centre Manager’s responsibility to provide and maintain the physical environment of the Challengers centre that is cared for, respected and valued by children, staff and visitors. An efficient and well cared for environment will allow staff to deliver effective play work. To do this the Play Centre Manager will be responsible for keeping all appropriate and relevant maintenance, health and safety checks for the centre.*

STAFF – *The Play Centre Manager has an important role in supporting a team of staff who are often young themselves. The Play Centre Manager is responsible for the day-to-day supervision and oversight of staff at Challengers.*

CHILDREN – *Children and young people at Challengers should feel welcome, safe and that they ‘belong’. The Play Centre Manager will support a staff team to provide a supportive environment where children feel confident, happy and able to challenge their limits. Challengers should be a place that children and their families want to return to.*

Children

1. To be a champion and advocate of positive play and leisure for disabled children and young people.
2. Liaise on a regular basis with the Operations Manager and/or the Head of Service regarding any issue where you require support to provide a service to children and young people at Challengers.
3. To be responsible for and to support staff to protect children from harm. The *Play Centre Manager* is responsible for reporting any concern about a child’s welfare or safety in accordance with Challengers Safeguarding Policy and Procedures and local authority procedures for protecting children from harm.
4. Ensure that children’s information is up-to-date and disseminated to staff appropriately at

team meetings and 'on the ground' to support of staff.

5. To supervise all aspects of the on-the-day care of children and young people (including administration of medication and personal care) who attend Challengers schemes while positively encouraging and supporting children to fully realise their abilities in a fun and happy environment.

Environment, venue, site and property maintenance

1. Responsibility for the day-to-day maintenance of the fabric and security of Challengers centres and health and safety checks.
2. To support staff teams day-to-day to maintain a clean, tidy, secure site and environment – treating all buildings, structures, toys and equipment used by children with respect and care.
3. Responsible for supporting the staff teams to comply with the Health and Safety at Work Act (see Challengers Health and Safety Policy and Procedure) – including Fire Drills for each site.
4. Conduct and oversee use of scheme/site checklists, day-to-day inspections and maintenance routines for toys, equipment, sites and buildings.
5. All damaged or dangerous buildings, equipment or facilities should be reported to the Operations Manager and/or the Head of Service.

Staff

1. To be a role model for excellent play work to all staff and to provide ongoing support and encouragement to the staff team in an appropriate manner.
2. To inform the Operations Manager and/or the Head of Service of any *complex* staff support issues.
3. Identify training needs of staff and to liaise with Operations Manager and the Quality Team to deliver appropriate training and induction to staff.
4. Attend regular internal and external training to develop skills, competence and approach to role.
5. To be responsible for a rota that ensures an appropriate number of staff, of sufficient experienced and competence to deliver activities and provide care for children and young people attending. To report to Operations Manager as soon as there is concern about the rota.
6. Day-to-day monitoring staff hours, holidays and sickness - ensuring that staff time sheets are kept accurately and up-to-date and prepared for the Finance Officer's payroll.
7. To motivate, guide and encourage staff and facilitate effective working relationships between staff members (deputies, workers, student placements and maintenance people).
8. Chair the *briefing* (morning), *debrief* (afternoon) and any other Team Meetings at which you will discuss any issues arising at the scheme, allocate the workload and disseminate relevant information needed for the effective and efficient delivery of care and activities for that day or coming period.

Activities

1. To be responsible for the effective day-to-day liaison and working relationship between the scheme, children, young people and their parents. Develop a working relationship with teachers, schools and other organisations in the locality to help delivery and the care of children and young people.
2. To be responsible for the delivery on-the-day of creative and stimulating projects and activities for the children that represents Good Practice and in consultation with children, families, Operations Team, schools and other agencies/organisations.

3. To ensure that activity programmes, including projects, outings, entertainments, artists, workshops and residential trips are planned with the Operations Manager or Operations Team and executed safely within an agreed budget.

Management and administration

1. To assist, as required, the Operations Manager and any Administrative support staff to maintain records of attendance, income, expenditure (including petty cash) and general correspondence.
2. To contribute to the effective liaison and working arrangements between the Challengers schemes, children, their families, schools, local authority departments, other centres and other organisations in the locality.
3. To report (in writing and in meetings as required) regularly to the Operations Manager and/or the Head of Service to ensure that she/he is aware of all significant developments and events at schemes for which you are responsible.
4. To represent Challengers at meetings with external agencies as appropriate.
5. Order and source equipment that is 'fit for purpose' and within the budgets agreed with the Operations Manager.
6. Take part and contribute to Operations Team meetings and organisation staff meetings as required.
7. To deliver schemes in accordance with Challengers systems, policies and procedures and to participate in and contribute to the development of Challengers schemes and systems.

Conduct

1. To conduct yourself and represent the Charity in a manner which reflects all the values and principles of *The Challengers Approach*. The Leader will be a 'champion' of *The Challengers Approach*.
2. To undertake such other duties as they become necessary. These may include help with fundraising activities and other events which promote the charity to the public.

PERSONAL SPECIFICATION

Qualities, character, attitude and experience of a Challengers staff

1. Able to demonstrate the skills necessary to motivate, encourage, organise, lead and supervise the staff team in a professional manner in an informal working environment.
2. Experience of leadership in a play environment is desirable.
3. It is desirable that applicants have a Level 3 qualification in play work or Early Years of relevant qualification.
4. Ability to perform basic administration duties – authorising time sheets, completing forms and liaising with parents and the Play and Leisure Team.
5. Commitment to the development of high quality (interesting, fun and creative) play opportunities for disabled children. The ability to plan varied play programmes and delegate work to other team members.
6. Experience of play work. It is desirable that applicants have experience working with disabled children and young people.
7. An understanding and appreciation of the experience of disabled, young people and their families – a practical appreciation of the barriers to inclusion that disabled children and their families experience.
8. An understanding of the importance of all children's need to play and how staff play can support children and young people to do so.
9. Prepared to use skills you have – these may include the arts, sport, gardening and

computing.

10. Demonstrate a physical and emotional capacity for the enthusiasm and energy that children require of their playmates – be prepared to be a playmate, support and/or facilitate a child or young person's inclusion in activities and provide physical care and supervision and get to know the children and young people who attend Challengers schemes.
11. Prepared to attend training and to learn new skills with which to develop an understanding of good practice in play and leisure for disabled young people – including Child Protection, Disability Equality, First Aid and Good Playwork.
12. The ability to drive a Challengers vehicle/minibus is desirable.