

JOB DESCRIPTION

Position:**FIRST AID ASSISTANT****Department:****PARK OPERATIONS****Responsible To:****Park Nursing Officer or in their absence the Head of Park Operations or Assistant Park Operations Managers****Position Type:****SEASONAL****Ref:** PO_FAA1218

What We're Looking For

A friendly, enthusiastic individual to become a member of the Park Operations department. You will join a dedicated team of qualified first aiders and nurses.

What You'll Need

- ✓ First Aid qualification essential e.g. Red Cross, St John's Ambulance, First Aid at Work.
- ✓ You will need to be able to communicate confidently and assertively along with the ability to deal with challenging situations with the capacity to listen to feedback, remain calm under pressure and take decisive action.
- ✓ Ability to understand and implement instructions.
- ✓ The capacity to deliver good results within agreed timeframe and inspire others to focus on achieving good results and targets.
- ✓ Be able to build effective team relationships and actively contribute to the team.
- ✓ Be presentable at all times with the right 'can-do' attitude in order to deliver excellence.
- ✓ A full clean driving licence is desirable.

Paultons Park is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This role requires an enhanced DBS check.

What You'll be Doing

- ✓ Carry out the treatment of minor injuries to guests or employees at the First Aid Centre or around the Park.
- ✓ Complete the required accident/ treatment reporting documentation accurately.
- ✓ Assist in ensuring that all first aid boxes/ eye wash stations etc. provided for staff around the Park are kept up to date and fully stocked.
- ✓ Delivering excellent customer service. Assisting guests in and around the park, greeting guests and striking conversations where possible, ending your interaction with a passing pleasantry. Being ready to assist guests with any queries they may have.
- ✓ Act as the liaison point/ base for the Park Lost Children Procedure. Taking charge of either lost children or parents who have lost children and ensuring they are reunited.
- ✓ Administer the Paultons Queue Assist Policy – the issue of identity bands to those guests who are unable to queue due to a disability.
- ✓ Ensure that the First Aid Centre is kept clean, tidy and stocked.

When You'll Be Doing It

- ✓ This is a seasonal position mainly at weekends, school and bank holidays. Hours will vary dependent on the time of year and flexibility is required to meet peak and off peak demands of the business.

What You'll Get

- ✓ Branded Uniform (varies by job role/ department). In addition any items you are expected to supply should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrolment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.