



## **SKATE STEWARD JOB SPECIFICATION**

CurveMotion is an exciting indoor interactive venue located in Bury St Edmunds, Suffolk. The venue offers a variety of activities for all ages including roller skating and soft play facilities.

CurveMotion offers a comprehensive list of employee benefits including company pension scheme, discounted staff meals, discounts for admission, parties, skate lessons and merchandise – (subject to eligibility criteria).

The Skate Stewards of CurveMotion have constant interaction with customers and are fundamental for the safety and enjoyment of all those using the skate rink. Our Stewards are responsible for the discipline and care of all rink users, and are responsible for ensuring that the flow and speed of skaters is controlled whilst providing assistance to beginners and others requiring help. Applicants must be competent skaters and will be required to undertake a skating assessment.

This role is suited to a person that is well presented, enthusiastic, and is able to provide exceptional customer service. Our Skate Stewards report directly to the Duty Manager on shift.

The duties of a Skate Steward are varied and will include (but not be limited to) the following:

- Ensuring customers enjoy their experience at CurveMotion in a fun and safe environment and in line with all company rules and processes.
- Supervision of all skaters entering/leaving the rink and whilst on the rink.
- Ensuring all customers follow the general entry and skating rink rules at all times.
- Ensuring that the session timetable is adhered to including monitoring and checking customer wristbands.
- Ensuring the rink is swept prior to every skate session, checking and reporting any issues to the Duty Manager.
- Immediately assisting any fallen or injured skater.
- Assist first aiders as necessary.
- Supervise games.



# CURVEmotion

- Performing checks on customers own skates to ensure they are safe to be used on the rink. Be aware of any dangerous skates being used and act as necessary within company guidelines.
- Assist customers with skate and locker hire as necessary.
- Assist party hosts with skate side parties as necessary.

In addition to the specific skate steward duties above, skate stewards may be required to assist with the following duties:

- Taking food to customers and clearing tables.
- Working tills and handling cash.
- Completing checklists as required.
- Ensuring customers adhere to all Rules of Entry.
- Cleaning duties as required including clearing and cleaning tables and other areas.

Applicants must be experienced roller skaters and will be required to pass a proficiency test as part of the interview process. Applicants must have a friendly disposition, be self-motivated, dedicated, and professional at all times. They must display excellent inter-personal and communication skills. The ability to work as part of a team is essential.

The role will demand flexible and varying working hours including evenings, weekends and bank holidays. Contracted hours are available, as are Zero Hour Contracts. Appropriate training will be given. Pay will be dependent upon age and experience.

Applicants for all roles must be EU citizens or prove eligibility for full time work in the UK.