



# Night Duty Assistant Kingswood Job Description



## **Job Title: Night Duty Assistant**

Reports to: Text here

Location: Text here

Band: Text here

Salary: £XX - £XX

Department: Text here

We are one of the most experienced providers of outdoor education in the UK. We were founded over 35 years ago and run over 1.2 million activity sessions each year across ten activity centres. Each year we welcome over 175,000 young people from more than 35 countries around the world.

## **Job Description**

To ensure that all guests are safe and secure during the silent hours and to ensure that any requests are actioned. Complete tasks accurately and within given deadlines.

Be responsible for the security of the site and its guests overnight, and to record and report all incidents and events accurately.

## **Key role responsibilities and accountabilities**

Being first point of contact for guest queries  
Managing and overseeing Security of building & guests  
Managing fire evacuations  
Dealing effectively with intruders on site  
Taking telephone calls  
Carry out first aid and consult with emergency services if required  
Complete all incident reports  
Taking the lead role in any fire evacuation, ensuring all guests are accounted for, identifying the activation point and calling emergency services if required.  
Ensure that the service offered is personal and memorable, that guest needs are anticipated and requests followed up, that all communications with guests enhances their experience and reinforces their desire to return to Kingswood.

## **Typical knowledge, skills and experience**

- Must be customer service and problem solving focused
- Must have in date 1st Aid certificate or prepared to complete relevant training
- Enhanced DBS (self-funded for all seasonal posts)

*This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.*