

Flashpoint Swansea

All rounder: Job Description V1:04/25

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Overview

All rounders will be the first point of contact for all customers, participants and visitors. They will be expected to have a solid knowledge for Flashpoint and Crazy Climb products, prices, building layout and policies. All rounders will be expected to deliver excellent customer service to all of our customers.

While on reception all rounders will be responsible for serving customers and ensuring bookings, payments, and operational documents are completed correctly. All rounders will also be responsible for cash handling, cleaning, basic cafe duties (barista and snacks), stock management and completing necessary maintenance inspections for the day, and daily departmental task lists.

All rounders will take an active approach to ensure the safety and fun of all participants while on sessions. They will be expected to run a number of different sessions ranging from our crazy climb session to more progressional sessions such as Nicas/ Kids Club.

Line Management

For this position the line manager is the Deputy Centre Manager.

The head coach is not a direct line manager to the “all-rounders”. However they are responsible for their performance during an instruction shift and will be responsible for providing them with training and support and will bring concerns to their line manager (Deputy Centre Manager).

The cafe manager is not a direct line manager to the “all-rounders”. However they are also responsible for their performance during cafe shift and will be responsible for providing them with training and support and will bring concerns to their line manager (Deputy Centre Manager).

Specific Areas of Responsibility

General

- Provide excellent customer service in line with the customer service policy
- Uphold the image of the company through a professional appearance, attitude and service
- Work to the policies, procedures and risk assessments provided by the company
- Assist the company to improve it's policies, procedures and risk assessments by discussing improvements with the managers
- Accept any extra duties as required by the company and complete them with enthusiasm
- Encourage community through promotion of events and being a welcoming, engaging and friendly representative for the company
- Cleaning of any and all areas as required

Reception

- Accurate cash handling
- Keep up to date with the products and services provided by the company
- Ensure accurate recording of daily tasks

- Stock checks of the shop and/or cafe as required
- Diligently ensuring that customers have the correct paperwork before participating in the activity
- Handle customer data in a careful and sensitive manner as insisted on by GDPR legislation

Cafe

- Serving food and drinks to customers
- Making Barista style coffees
- Ensuring safe practice food handling procedures (cleanliness and allergy awareness)
- Preparing and serving pizza
- Cleaning and washing dishes

Instruction / Coaching

- Provide sessions for which you have been trained
- Ensure sessions are safe, fun and progressive
- Encourage repeat business through great service and informing customers of other products and services