



Job Title

Skatepark Staff (Sessions, Front Desk & Operations)

Contract

Zero-hours contract (initially)

Hours

Hours offered will vary with season and demand. During busy periods there may be **up to 10–30 hours per week** available. **Hours are not guaranteed.**

Pay

Hourly rate will be **at or above the National Minimum Wage/National Living Wage (as applicable)** and will be **reviewed in line with statutory increases.**

Location

Flo Indoor Skatepark, Eagle Market, Derby (charity-run)

Reporting to

Park Manager (or Duty Manager when on shift)

Age requirement

Applicants must be **aged 18 or over.**

What we offer – additional benefits

- **Free entry to the skatepark when you're not working** (subject to normal park rules and session capacity).
- **Training and development**, including opportunities to gain relevant qualifications (for example **SBGB coaching qualifications**) and internal skills training.
- A supportive team environment in a new, community-focused charity facility.

Job Description

Purpose of the role

To help run a safe, friendly and welcoming indoor skatepark. You'll support skate sessions (mainly skateboarding, with some “all-wheel sessions”), provide great customer service, and help with day-to-day operations.

Key responsibilities

1) Safety, safeguarding and customer wellbeing (everyone)

- Help keep the skatepark safe, clean, welcoming and well supervised during opening hours.
- Follow Flo's health & safety and safeguarding procedures at all times.
- Encourage good skatepark etiquette and inclusive behaviour.
- Respond calmly to incidents and near-misses, and record/report them to the Duty Manager/Manager.
- Maintain clear professional boundaries with children, young people and adults.
- In an emergency, contact emergency services first (if required) and then follow Flo's reporting procedures.

2) Session support and beginner coaching

- Support or deliver beginner sessions for children, young people and adults.
- Help customers build confidence and skills in a fun, positive environment.
- Adapt your coaching style for different ages, abilities and needs.

3) Front desk and customer service

- Welcome customers, answer questions, and help people understand the rules and session timetable.
- Check customers in for sessions and support bookings (including online bookings where used).
- Use the till/point-of-sale system and handle cash securely (training provided).

4) Admin and projects (depending on experience / allocated duties)

Some staff will also support project and admin tasks, such as:

- Using booking systems and a CRM/customer database (training provided).
- Supporting the Manager with projects, including funding applications, basic budget monitoring and funder reports (where appropriate to your role and experience).

5) Working pattern

- Work evenings, weekends and school holidays as part of a rota.

This job description is not exhaustive. You may be asked to carry out other reasonable duties to support skatepark operations.

Safeguarding and safer recruitment

Flo Indoor Skatepark is committed to safeguarding and promoting the welfare of children, young people and adults at risk.

All staff are expected to:

- uphold professional boundaries,
- follow safeguarding procedures, and
- report concerns promptly and accurately.

Reporting safeguarding concerns

- Report safeguarding concerns immediately to the Park Manager/Duty Manager, who will escalate to the **Designated Safeguarding Lead (DSL)** as required.
- The **DSL is a trustee role**. Our trustees are committed to being **available when needed** to support safeguarding decision-making and next steps.

Pre-employment checks Because this role involves working with children and young people, any offer of work will be subject to safer recruitment checks including:

- satisfactory references,
- proof of identity and right to work, and
- an **Enhanced DBS check** (and a barred list check **where applicable** to the duties).

Person Specification

Essential (you must have)

- A friendly, professional approach and a genuine interest in skate culture.
- Experience working with customers or the public (e.g. retail, leisure, education, sports, youth work, volunteering).
- Experience teaching, coaching, mentoring or supporting beginners/children/young people in skateboarding or another similar activity (or strong transferable experience).
- Good communication skills—able to explain rules and simple coaching points clearly.
- A strong commitment to safety and safeguarding.
- Reliability and punctuality.
- Flexibility to work shifts including evenings, weekends and school holidays.
- Willingness to complete required training quickly (for example: first aid and safeguarding).

Desirable (good to have)

- First aid certificate (or willingness to gain it—training supported).
- Safeguarding training (children and/or adults at risk).
- A recognised coaching qualification (or equivalent experience).
- Experience running group activities (e.g. parties, holiday clubs, beginner courses).
- Experience using a till, booking system, and/or CRM/customer database.
- Experience contributing to funding applications, simple budget tracking or report writing.

Personal qualities we're looking for

- Positive, energetic and welcoming.
- Patient and resilient when supporting different ages and abilities.
- Calm and decisive in challenging situations.
- Team-focused, with the confidence to take responsibility when needed.
- Inclusive and respectful with customers from all backgrounds.

How do I apply?

Please send a 200-word covering email explaining why you would be a great fit for the job and your CV to jobapplication@floskatepark.org