



FLO SKATEPARK

## Job Description & Person Specification

### Job Title

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Skatepark Staff (Sessions, Front Desk & Operations)

### Contract

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Zero-hours contract (initially)

### Hours

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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

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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

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

### Reporting to

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Park Manager (or Duty Manager when on shift)

### Age requirement

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

### What we offer – additional benefits

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- **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

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### 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**

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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

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### 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?
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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](mailto:jobapplication@floskatepark.org)