



## Job Description

### Custard Town Front of House Assistant

- Location: Exeter
- Reports to: Custard Town Coordinator
- Contract: Fixed Term up to 2 years
- Hours: 9am to 3pm
- Working pattern: variable days available (including regular weekend working)
- Salary: £15.07 per hour (including £1.62 holiday pay)
- Applicants must be aged 18 or over

### About Custard Town

Custard Town is a safe, inclusive and interactive play space for children aged 6 and under. Made up of themed play rooms designed to spark imagination and sensory exploration, Custard Town provides a welcoming environment for children to play and for parents and carers to connect.

Opening in June 2026, Custard Town builds on the legacy of Little Exeter and is a project of Exeter Community Initiatives (ECI), a local charity supporting families and communities across Exeter.

### Overall Purpose

The Custard Town Front of House Assistant plays a key role in delivering a warm, safe and enjoyable experience for children, families and visitors.

Working as part of the Custard Town team, the postholder supports session delivery, welcomes families, assists in play spaces and helps maintain a clean, safe and friendly environment. This is a hands-on, people-focused role requiring enthusiasm, reliability and a genuine enjoyment of working with children and families.



## Key Responsibilities

### Front of House & Customer Experience

- Welcome children, parents and carers to Custard Town, creating a friendly and inclusive atmosphere.
- Support families during sessions, offering help, reassurance and information as needed.
- Assist with admissions, sign-in procedures and basic enquiries, following agreed systems.
- Provide excellent customer service at all times, acting as a positive ambassador for Custard Town and ECI.

### Session & Play Space Support

- Support the safe and engaging use of play spaces, encouraging positive play and interaction.
- Help prepare rooms before sessions and assist with tidying and resetting spaces between sessions.
- Monitor play areas, reporting any issues, damages or safety concerns to the Coordinator.
- Support special sessions, including SEN-specific provision, as required.

### Café & Refreshments Support

- Assist with the preparation and serving of hot drinks and refreshments, where required.
- Maintain cleanliness and hygiene in café and seating areas, in line with health & safety guidance.

### Safeguarding, Health & Safety

- Follow all safeguarding, health & safety and equality policies and procedures.
- Maintain appropriate boundaries and conduct when working with children and families.
- Remain vigilant and report safeguarding or safety concerns promptly to the Coordinator.
- Support a calm, respectful and inclusive environment for all visitors.



## Teamworking & General Duties

- Work cooperatively with the Custard Town team, volunteers and wider ECI staff.
- Follow instructions and support the smooth running of sessions.
- Undertake other reasonable duties to support Custard Town's day-to-day operation.

## Person Specification

### Essential

- Enjoys working with children and families.
- Friendly, approachable and confident communicating with the public.
- Reliable, punctual and able to follow procedures.
- Willingness to work weekends and during busy sessions.
- Commitment to safeguarding, equality and inclusion.

### Desirable

- Previous experience in a customer-facing, play, early years or community setting.
- Experience working in cafés, play spaces or family services.
- Basic food hygiene or safeguarding training (or willingness to undertake training).

### Additional Information

- An Enhanced DBS check is required for this role.
- Weekend work is essential.
- This post is subject to a probationary period.