



Job Description

Office Staff



About H2O Rampage

H2O Rampage is a water activities centre located in Westmill Farm, Ware, and serving the surrounding counties and North London. We offer 3 principal activities as part of our service- the Inflatable Aqua Park, Open Water Swimming, and Stand Up Paddleboard Yoga. We pride ourselves on best in class customer service, clean and functional facilities, and the ability to cater for a variety of ages and requirements.

We have been operational since 2019, opening for a roughly 4 month period each year. We are a family oriented business, so we ensure costs are low to make the activities as accessible for as many customers as possible, whilst adopting an engaging and friendly style of customer service.

The Aqua Park is our main attraction. It is a 30m² inflatable park with a modular design, allowing elements to be removed and replaced at will. Elements include a 3m action tower with slides and a jumping platform, a rope swing, trampoline, boxing ring and monkey bars. There are also 2 rocker style inflatables that are anchored to the side of the park.

Our Open Water Swimming Course has proved extremely popular. It consists of a 350m loop around the lake, marked by floating buoys. We also offer coached open water sessions for those training for a race or for beginners.

Our SUP Yoga is taught by external yoga instructors, who are trained in both yoga and paddleboarding. Sessions vary in length and timings depending on the customer's needs.



Role Profile- Office Staff

Age Range: 16yrs and over

- As a member of Office Staff, you will be the front-facing representative of the company to the vast majority of its customers.
- You will be interacting with 400+ customers daily, all with specific wants and needs that need to be catered to.
- You'll be responsible for delivering a smooth and efficient check in process, checking documents and bookings to ensure that our legal obligations are satisfied and no customer is left in a difficult position.
- You'll run the shop, serving hot and cold drinks and snacks to hungry customers after their session!
- Due to our high turnover rate, you'll need to work well under pressure and potentially in uncomfortable situations- but don't worry, you won't be working alone!
- You'll need to be a team player, and able to help out across the site if needed.

Key Qualifications and Attributes

- First Aid Qualification (desirable).
- Food Hygiene Qualification (desirable).
- Comfortable handling cash and card payments.
- Approachable and friendly, both to customers and colleagues.
- Ability to work well under pressure.



A typical day for an Office Staff member

09:30: Arrive at site, grab a coffee and have a quick chat with the other team members on shift

09:40: Start checking customers in for the first session of the day!

10:20: Serve hot drinks to spectators whilst they enjoy watching the action on the park!

10:40: Start checking in customers for the second session.

11:00: Serve some much needed snacks and drinks to those that have done the first session- they've earned it!

12:30: Grab a drink and your lunch, and have a break outside in the sun!

15:30: There's been a minor accident on the park, which means that other staff are tied up dealing with it. You swap with one of the Lifeguards in the Ambulance, and provide assistance to the First Aider.

17:00: That's it- your day is done! You say bye to everyone and head home for some well deserved rest!

We look forward to receiving your application!