



## **Grange-over-Sands Town Council**

**JOB TITLE:** Front of House Staff

**SALARY:** Initially £10.21 per hour (after 10pm and Sunday rate is £15.32 per hour)

**LOCATION:** Victoria Hall

**DURATION:** Permanent, casual/part time

**REPORTS TO:** Hall and Services Manager

### **Council Overview**

Grange Town Council owns and runs the Victoria Hall as a Community Venue, offering spaces for local people and visitors to use for events and activities. Team members are sought to work with the Hall and Services Manager to provide a friendly and safe environment for everyone to enjoy.

### **Duties**

Front of House Staff provide quality support and customer service to the community groups and individuals that use the Hall.

Staff have organisational and interpersonal skills, are required to be flexible and possess the physical capacity to engage in light manual tasks such as changing bulbs, brushing floors and moving chairs.

Staff communicate with customers regularly and report back on the condition of the building, alerting the Hall and Services Manager to any repairs needed. Staff have the ability to work well with other members of the team, assist in the training of new staff if necessary, and also have the initiative to work alone.

### **Working Hours**

There is a requirement for daytime, evening and weekend working. Hours after 10pm will be paid as unsociable hours.

## **Duties**

### **1 Security and assisting hirers**

- a. Unlock premises for casual hirers at the start of the hire period and re-secure the building at the end of the hire period.
- b. Guide hirers round the premises showing them how essential elements work, briefly checking the inventory with them, informing them of any significant health and safety matters and reiterating their responsibilities in respect of the hire.
- c. Immediately after an event, check the building and contents for any damage or missing items and inform the Council Office when it is next open.
- d. Hirers are expected to leave the premises and any equipment, utensils etc. they have used clean, but it is likely the post holder will need to do special cleaning after some events.
- e. Move furniture etc. as requested.

### **2. Front of House and Building Maintenance**

- a. Replenish supplies as required and ensure that the exterior of the property is clean.
- b. Remove rubbish to refuse bins; pull out bins for regular collections.
- c. Carry out normal duties as identified or as requested.
- d. Ensure building and environs are kept clean and tidy and the grounds are free of litter.

### **3 Grounds Maintenance**

- a. Carry out grounds maintenance e.g. watering hanging baskets and sweeping up leaves.

### **4 General**

- a. Act as the Town Council's representative in all duties, helping members of the public and generally promoting good public relations.
- b. Assist with other Council tasks as requested, especially in conjunction with the responsibilities of the Hall and Services Manager and other Council Officers.
- c. Ensure compliance with Health and Safety requirements whilst carrying out all duties.
- d. Undertaking minor repairs at the Hall generally and public conveniences, including changing light bulbs and tubes, and informing the Hall and Services Manager of any other repairs.
- e. Monitoring levels of stock items and requesting items to be re-ordered as appropriate.
- f. Assisting in maintaining premises, plant and equipment in a safe and hygienic condition including keeping accurate records.

- g. Adhering to all relevant legislation and to all Council working procedures and guidelines issued.
- h. Carrying out all duties with regard to their health and safety implications, crime and disorder implications, data protection implications and their impact upon the Council's equal opportunities policies.
- i. Carrying out all duties with regard to the Council's aims and priorities.
- j. Working when reasonably requested by management in line with the needs of the service.
- k. Staff cover for the absence of the Hall and Services Manager and other staff, and work as necessary depending on the level of bookings to enable the service to cover rest days, holidays etc.

## **REGULAR ACTIVITIES**

### **Daily**

1. Check for any messages on the Front of House clipboard in the Council office.
2. Check toilet rolls, hand towel and soap dispensers, replace/fill where necessary.
3. Ensure front of hall is swept and clear of debris; water hanging baskets if needed.
4. Check hall and set up/clear away hall for next event, as instructed by the Hall and Services Manager.
5. Complete time sheet.
6. Notify the Hall and Services Manager of any repairs required and liaise with maintenance operatives to ensure access to the hall.
7. Agree future work pattern with Hall and Services Manager.

### **Flexibility:**

Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

In some cases, particular duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties and level of responsibilities entailed.

All Town Council employees accept elements of flexibility in duties and responsibilities and interchange within the organisation to meet changing needs and demands. This requirement enables the particular expertise of all Town Council Staff to be developed and maximised to the mutual benefit of both employer and employee.

### **Review:**

This job description is issued July 2022 and will be reviewed regularly as part of individual and organisational development and performance review and may be a subject to variation.

**PERSON SPECIFICATION****Designation: Front of House Staff**

Competency	Essential	Desirable
<b>Education, Professional qualifications and training</b>	3 GCSE, NVQ or SVQ.	Knowledge and experience of maintenance work (properties and grounds)
<b>Abilities: Practical and Intellectual skills, Experience</b>	<p>Courteous, reliable, honest and practical.</p> <p>Helpful and willing.</p> <p>Experience of dealing with members of the public and able to deal with people in a firm but non-aggressive manner on occasions.</p> <p>Able to manage crisis situations.</p> <p>Effective in both verbal and written communication formats.</p> <p>Able to implement health and safety regulations.</p> <p>Able to liaise with other team members.</p> <p>Fit to carry out the physical demands of the job.</p> <p>Able to work unsupervised and to take action on own initiative within given guidelines.</p> <p>Available to work evening and weekend duties, and to work additional hours when required.</p> <p>Able to present self in a professional manner.</p> <p>Approachable attitude and confident manner.</p> <p>Show interest, willing to learn and receptive to new ways of working.</p> <p>Hard working and able to work under pressure.</p>	<p>Experience in a similar role</p> <p>Able to make minor repairs and maintaining small equipment</p>