Hyndburn Borough Council

Job Description

Job Title:	Casual Venue Assistant
Hours:	Casual, as and when required, including evening and weekend working. There is no guarantee of work and no obligation to accept work if offered.
Service:	Culture, Heritage & Engagement
Agreement:	NJC For Local Government Services
Range:	Grade 3B

Organisational Relationships:

Reports to:	Town Centre Venue Manager / Duty Managers / other designated supervisor
Supervises:	None
Coordinates with:	Council colleagues, traders, customers, event organisers
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objectives:

- To provide flexible, practical support to the operation of Council venues and events on a casual, as-required basis.
- Working under the direction of the Duty Manager or other designated supervisor, undertake straightforward operational duties such as bar service, clearing tables and collecting glasses, pot washing, cleaning, moving furniture, setting up and clearing event spaces, stewarding / marshalling and assisting customers and visitors.
- Provide reliable, helpful and efficient support, undertaking the duties allocated during each shift safely and to the required standard.
- Maintain good standards of customer service, cleanliness, presentation and safety throughout the venues.

Main Duties & Responsibilities:

These duties apply to Council venues and events as required. Duties will be allocated according to operational requirements, and staff will only be asked to undertake activities for which they have received appropriate instruction or training.

1. Provide courteous and helpful customer service to customers, visitors and event attendees.
2. Undertake bar duties when allocated, including serving drinks, collecting and washing glasses, operating the till and keeping the bar and customer areas clean and tidy.
3. Serve alcohol responsibly and in accordance with the premises licence and relevant procedures, including age verification (Challenge 25), referring refusals, concerns or incidents to the Duty Manager.
4. Clear tables and collect glasses, crockery and waste from customer and event areas, keeping spaces clean, tidy and ready for use.
5. Undertake pot washing, glass washing and general washing-up duties and keep associated work areas clean and hygienic.
6. Assist with the practical setup and breakdown of events and activities, including moving tables, chairs and other furniture, putting out signage and barriers, and preparing or clearing rooms and public spaces.
7. Undertake stewarding and marshalling duties as directed, including welcoming customers, checking tickets where required, directing visitors, managing queues and helping people find their way around the venue.
8. Undertake general cleaning and housekeeping duties across venue areas, including public spaces, event spaces, bar areas and back-of-house areas.
9. Assist with straightforward deliveries, stock movement and replenishment when required.
10. Follow health and safety, fire, evacuation and other venue procedures and promptly report accidents, incidents, hazards or concerns to the Duty Manager.
11. Work flexibly across Council venues and events, undertaking different duties during a shift according to operational requirements.
12. Undertake such other straightforward venue and event support duties as may reasonably be required, appropriate to the nature and level of the role.

In order to ensure that job descriptions are kept up to date, staff are required to take a reasonable and flexible approach to changes arising from working practices or changing workloads, within the scope and level of the role.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Person Specification

Job Title: Casual Venue Assistant			
Criteria are measured using 4 different sources: **Application Form (A), Interview (I), Test (T), References (R)**			
Job Criteria **(Based on Job Description)** ***Criteria in italics mean this is desirable***	**Essential**	**Desirable**	**Measured by**
Experience:			
• Experience of dealing with customers or members of the public, whether through employment, volunteering or other relevant experience.	✓		A/I
• Experience of bar, hospitality, events or similar customer-facing work.	✓		A/I
Knowledge/Skills/Abilities:			
• A good standard of literacy and numeracy, sufficient for accurate cash handling and clear communication	✓		A/I
• Friendly, polite and helpful approach to customers and visitors.	✓		A/I
• Able to understand and follow instructions and carry out allocated tasks reliably.	✓		A/I
• Able to work effectively as part of a team.	✓		A/I
• Reliability, punctuality and a commitment to attending shifts once accepted.	✓		A/I
• Able to adapt to different straightforward duties during a shift.	✓		A/I
• Able to remain helpful and professional in a busy customer environment.	✓		A/I
• Able to follow health and safety procedures and raise concerns appropriately.	✓		A/I
• Physical ability to perform the manual tasks intrinsic to the role, which may include standing for extended periods and moving tables, chairs, stock and other items (reasonable adjustments considered if applicant has a disability).	✓		A/I
• A positive and willing approach, with the ability to undertake allocated tasks without the need for continuous supervision.	✓		A/I
• Willingness to undertake the training required for duties allocated.	✓		A/I
Additional Requirements:			
• Flexible approach to working hours including regular evenings and weekends	✓		A/I
• Regular and Reliable Service	✓		R
• A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓		A/I

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