



Chippenham
Town Council

Improving
the quality
of town life

JOB DESCRIPTION

**DESIGNATION
OF POST:**

Casual Duty Officer
Town Hall and The Neeld Community and Arts Centre.

HOURS OF WORK

As required, daytime and evening, weekdays and weekends, including Bank Holidays. Likely to be on average approximately 2 shifts per week, subject to planned activity.

PAY: £9.15 per hour

**EFFECTIVE DATE OF:
JOB DESCRIPTION** November 2017

RESPONSIBLE TO: Facilities Supervisor

Overall purpose of the role

The Neeld Community and Arts Centre hosts a wide range of professional and community events alongside the Town Hall which has a busy schedule of meetings and private hires. Both these venues operate throughout the year as well as being a focal point for civic life in Chippenham.

Reporting to the Facilities Supervisor, The Duty Officer supports what we have planned in the building to ensure we present ourselves to best effect, whether that be supervising a professional show or preparations and servicing a room hire. This can be anything from liaising with hires and performers, laying out a room or cleaning up after an event/hire to ensure the facilities are ready for the next user. The postholder deputises for the Facilities Supervisor and will supervise staff outside of core hours, ensuring we meet users expectations, operate in a safe manner and that our standards are met.

The venues operate 7 days a week, often late nights, the nature of the work is varied and can be physical so flexibility is key to this role.

1. TASKS

Liaise with the Facilities Supervisor and Venues Booking Coordinator to understand the schedule of activity driving workload.

Communicate with the venues operation team to ensure that the building runs smoothly at all times.

Provide a full efficient and professional welcoming service to all users of the Town Hall and Neeld, including contractors, visitors and groups

Supervise events and shows as required.

Assist with routine maintenance tasks as well as ensuring high standards of cleanliness are maintained at all times.

Provide a welcoming service to professional and community groups using the Neeld and ensure the hirers use the space in a safe and responsible manner.

2. KEY TASKS

Event management

Prepare venues for functions to include setting out tables, chairs and associated equipment ensuring that any specific requirements are met, including refreshments, technical and PA equipment.

Ensure all venues, as well as catering areas and bathrooms, are presentable, tidy and clean prior to all events.

Staff

Supervise staff to ensure the venue complies with agreed standards and working practice, highlighting any issues to the Facilities Supervisor.

Health and Safety

Ensure that any incidents are reported to the Facilities Supervisor at the earliest opportunity.

Be the main point of contact responsible for dealing with the security system company, the Fire Brigade and the Café when on duty.

Act as a key holder of the building and being responsible for opening and locking up the building when necessary.

Must be available to work late and unsociable hours as well as weekends and Bank Holidays on a shifts basis as required and agreed with line manager.

In the Facilities Supervisors absence, responsible for supervision of all contractors carrying out routine maintenance and small improvements in the Town and Neeld Halls.

3. SPECIAL CONDITIONS OF SERVICE/POST

Be available, subject to operational requirements, to attend relevant training course.

4. CONTACTS

- a. All employees and members of the Neeld Community and Arts Centre team and some members of the Management team
- b. All users of the Venues
- c. Members of the Town Council if required to do so.
- d. All suppliers of goods and services for the Neeld Community and Arts Centre if necessary.

5. HEALTH AND SAFETY

- a. The postholder must take reasonable care for the health and safety of themselves and any other persons who may be affected by their work and report any hazardous conditions or practices which may cause injury to people or property.
- b. To co-operate with the Town Council to help ensure that all statutory provisions and regulations are complied with including the Health & Safety, Fire Regulations, COSHH and Licensing regulations.

6. OTHER DUTIES

The postholder will undertake any other duties required by the management of the Town Council which are applicable to the grading/nature of the post and which do not change the general character of the duties or the level of responsibility entailed.

PERSON SPECIFICATION

Essential Experience

Excellent customer service, communication and problem solving skills.

Able to work as part of a team as well as work independently and on own initiative.

Able to ensure the team complies with required standards and practices during events.

Organised and able to plan work load effectively.

Experience of working in public facing building with a high footfall and both internal and external service users.

Good IT skills.

Outgoing and friendly manner.

Service driven with a proactive and positive approach.

Desirable Experience

Understanding of health and safety issues in the workplace.

Experience of high volume customer facing roles.

Working knowledge of audio visual and sound equipment