



Division:	Cultural Services
Job Title:	Casual Venue Assistant
Grade:	A
Post Number:	n/a
Base/Location:	Town Hall
Responsible To:	Department Manager
Responsible For:	<i>Nil staff</i>
Key Relationships/ Liaison with:	External customers. Internal staff within Loughborough Town Hall.

Job Purpose	
	<ul style="list-style-type: none"> To provide front line customer service to users at Loughborough Town Hall. To assist with the emergency evacuation of members of the public from the building. Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	To deal with members of the public providing information relating to the show / event taking place.
2.	To provide a first-class experience for customers of Loughborough Town Hall and Charnwood Borough Council.
3.	To receive feedback from customers, dealing with any immediate issues that are raised and forwarding and long term issues through the relevant systems.
4.	To complete specific tasks duties as required for the show / event taking place.
5.	Assist the theatre in the maintenance of all necessary fire and Health and Safety regulations and to take emergency action as required in the event of an evacuation or similar event within the venue.
6.	Follow all venue procedures at all times as instructed.
7.	Attend training and regular meetings to gain relevant knowledge and provide valuable feedback on services.
8.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

NO-HP-RCSMD BOJ

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: July 2016



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	Essential	Desirable	How assessed
Qualifications GCSE English and Maths First Aid trained	✓	✓	App/Doc
Experience Front line customer service Technical craft Cash handling	✓	✓ ✓ ✓	App/Int App/Int App/Int
Skills/Knowledge Local knowledge	✓		App/Int
Interpersonal Skills Excellent verbal communication skills. The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. Smartly presented. Keen interest in all areas of venue working, including technical, bar and stewarding.	✓ ✓ ✓ ✓		Int Int Int
Other requirements Must be flexible as work requires evening and weekends An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations. Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓ ✓ ✓		App App/Int

Key:
 App = Application form Pre = Presentation
 Test = Test Med = Medical questionnaire
 Int = Interview Doc = Documentary evidence (e.g. certificates)

Prepared by: **Town Hall Manager** **Date:** July 2016

NO-TOUCH-COMPUTERIZATION