

Wirral Council: Job Role Descriptor

Job Role:	Venue Assistant
Service:	Floral Pavilion
Reports to:	Programme Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CS&CE
Job Family:	Customer Services & Community Engagement
Grade:	Band C

JOB ROLE PURPOSE

The purpose of this role is to provide support in a variety of areas. This will ensure that the venue is fully compliant with staff requirements and ensures that all areas are staffed effectively. Working areas will include the Bar, Box Office and general set up in all other space of the venue. This role will be multipurpose, multi-tasking and have the flexibility to provide for different departments that meet the diverse workings of the venue.

KEY TASKS

1. Serve beverages from the bar areas.
2. Serve Box Office both over the telephone and in person.
3. Assist with the setup of events, the movement of tables, chairs and other such items.
4. Provide support in a stewarding role and help assist in the delivery of the ambassador's scheme.
5. Provide cover for stage door and other access points so that the venue the secure and ensure registers etc. are in place for fire regulations.

KEY RESPONSIBILITIES

People

Assist in the provision of a guiding service to the public, prospective hirers, promoters and artistes.

Support the Ambassadors as and when required ensuring the safety and comfort of all our patrons.

Financial

Sell all products within the venue and promote schemes such as the memberships and merchandise. Credit Cards, handling cash, receipts and taking cash payments.

Process payments handling Credit Cards and cash and issuing receipts.

Strategic

Undertake customer feedback surveys to assist on the collection of information for the marketing team as and when required.

Act as fire marshal for specific areas whilst on duty.

Resources

Use effectively the computerised box office system to sell tickets and other such items at any sales point within the venue.

Actively promote the Venue ensuring a good knowledge of all up and coming shows and products available within the venue.

Assist with security and safe operation of the building and be responsible for the opening and closing of the venue as and when required.

Assist in the maintenance of all areas of the building as and when required.

Act as a bar assistant, as and when required, serving beverages quickly and efficiently ensuring an excellent customer service at all times.

Ensure that the bars are kept clean and tidy at all times.

Assist with delivery and recording of stock and materials as and when required.

Planning and Organising

Ensure that all areas of the theatre are kept tidy and maintained paying particular attention to all current Health and Safety policies.

Assist with maintaining a high standard of presentation in the Venue covering all public service areas and their surrounds.

Assist in operational aspect of the venue to ensure events are delivered in a timely and effective manner. Such as monitoring events, overseeing and assisting with the setups of events and responding to customers' requests are dealt with in a timely manner.

Ability to read and translate event plans into room set ups.

Decision Making

Ensure all licensing laws are adhered to.

Ensure that all areas are checked and safe when completing work and ensure all work has been completed in a safe and accurate manner.

Ensure that all people who enter and exit the backstage area are accounted for following agreed procedures.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Maths GCSE level or equivalent.

Knowledge & Skills:

- Previous experience in working in a customer facing role.
- Knowledge of sales and the maximisation of income generation.

Experience:

- Ability to handle cash and to be accountable for your transactions.
- IT Skills.

Desirable Criteria

Qualifications:

- IT Qualification, NVQ, ECDL or equivalent.
- Manual Handling.
- First Aid.
- IOSH Managing Safety.
- Fire Marshal training.

Knowledge & Skills:

- Working in a commercial or public sector theatre.
- Knowledge of ticket and box office systems.
- Understanding room set ups and event plans.
- Previous role working in a bar/box office environment.

Experience:

- Manual handling of table, chairs and other such furniture and stage elements.
- Ability to learn and operate systems such as fire panels and security systems.

ADDITIONAL WORK ELEMENTS

Annualised based working. A large part of this role will involve evening, weekend and unsociable hours.

This role will involve manual handling.

May be required to open and close the venue.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date
