

<u>Job Title:</u>	Venue & Events Assistant
<u>Accountable to:</u>	Duty Managers and Operations Manager
<u>Scale:</u>	3 plus 10% Unsociable Hours
<u>Key Objectives:</u>	As a member of the Guildhall Operations Team, the post holder will be a key player in the day to day running of the building and its facilities, ensuring meetings and events are run in a professional and safe manner whilst supporting the commercial interests of the Guildhall.

### **Key tasks for Guildhall staff;**

- To meet and greet all internal and external customers with a smile, providing information in a friendly and efficient way ensuring high level of customer satisfaction and experience.
- To be a key player in the day to day running of the venue and its facilities, ensuring all duties and facilities checks are completed in a timely and organised manner.
- To gain a good knowledge and understanding on room layouts and event set up logistics to assist customers in their event planning.
- To work in a front of house capacity during a range of shows and events, providing exceptional customer service.
- To work in a positive and collaborative manner with other team members but also to work on initiative, based on job lists.
- To brief and monitor Guildhall customers, casual staff and external contractors and on health and safety procedures and ensure standards are consistently upheld.
- To support the Catering Manager with the provision of excellent bar, catering and café service as required, and to help maximise profit.

### **Specific Guildhall Operations;**

- To work under the instruction of the Duty Managers and other Venue & Events Assistants in upholding the day to day running of the building, including the preparation of all event spaces and management of active events.
- To take responsibility for customer requirements on the day of their event or meeting, working with a Duty Manager to act as the face the Guildhall and ensuring that customer needs are fully met and expectations exceeded.
- To be responsible for the setting up and subsequent clearing of all rooms being used for shows, events and meetings in the Guildhall and Winchester City Council office buildings.
- To operate the effective delivery and collection of pre-booked catering requirements, both in the Guildhall and other Winchester City Council office meeting rooms.

- To assist the Guildhall Sales team in conducting venue showrounds and handling customer bookings as required.
- To ensure a safe and clean environment for all building users by completing daily building checks to ensure compliance of Health and Safety regulations including fire, environmental health, food hygiene regulations and any other relevant WCC policies and procedures
- To supervise casual staff under the direction of the Duty Manager Team
- To report and actively assist with basic maintenance and minor repairs of the fixtures and fittings of the Guildhall.
- To be responsible for ensuring the venue is always presentable for show rounds, before, during and after events.
- To hold an area of responsibility and undertake any job related tasks (suitable to grade of post) as directed by a Manager.

### **Requirements of the Post**

- The post-holder is expected to work on a rota basis as part of a team of Assistants. The rota covers a seven day week and as such involves regular evening and weekend work, with some late finishing times.
- The post-holder must be flexible and approachable. The role is predominately front of house working, and will be in continuous contact with customers.
- Due to the physical demands that the role can sometimes give, the post-holder will undertake training as appropriate to the role / requirements of the business; including manual handling, PASMA scaffold, and working at height.

Signed: .....

Dated: .....



**JOB TITLE** Venue & Events Assistant

**DEPARTMENT:** Place-Engagement-Guildhall **DATE:** June 2018

Requirements		Weighting	Assessment Method
Skills	Prioritising and managing own workload	3	A/I
	IT literate	1	A/I
	Strong interpersonal skills	3	I
Experience	Working in a similar hospitality based front of house environment	3	A/I/R
	Understanding and knowledge of basic Venue policies and procedures.	2	A/I
	Working to customer booking/Information sheets to carry out tasks.	2	A/I
	Supervising contractors/suppliers	1	A/I/
	Practical understanding of Health & Safety and Licensed Venues.	2	A/I
Personal Qualities	Confident and professional approach	3	I
	Adopting a 'hands-on' proactive approach to tasks	3	A/I/T
Specific Job Requirements	Experience of meeting/event set ups or a similar style of work.	3	A/I/R
	Customer orientated	3	A/I
	Experience of the delivery of a catering provision	2	A/I/R
	Monitoring and reporting H&S items	2	A/I/R
	Supervision of staff	2	A/I/R
		2	A/I/R
Qualifications	GCSE (or equivalent at grade C or above) in English and Maths	3	A/Q
	Further education OR a minimum of 2 years experience in a hospitality and/or events environment	1	A/Q
	First aid certificate	2	A/Q
	Any relevant H&S or trade qualifications	1	A/Q
		1	A/Q

<b>Weighting</b>	3 – Essential for the successful performance of the job 2 – Desirable but can be achieved through on the job training or experience 1 – Useful but not essential for successful performance of the job				
<b>Assessment</b>					
Application Form	A	Interview	I	Tests	T
References	R	Presentation	P	Evidence of Qualifications	Q