



## J o b D e s c r i p t i o n – V i s i o n V e n u e s A s s i s t a n t M a n a g e r

<b>Job Title:</b>	Assistant Manager
<b>Service Area:</b>	Culture & Libraries
<b>Function:</b>	Venue Management
<b>Team:</b>	Vision Venues
<b>Post number:</b>	
<b>Grade:</b>	VR5 - £25,791 – £26,832
<b>Hours/weeks:</b>	40 hours per week/52.14 weeks per annum
<b>Base location:</b>	Redbridge Town Hall or Sir James Hawkey Hall
<b>Reports to:</b> <i>Job title</i>	Vision Venues Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	Management of Facilities Assistants and casual staff
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>Efficiently, professionally and positively operate the venues and manage staff, hirers, functions and events.</p> <p>Conduct viewing and layout appointments for potential hirers taking a customer first sales approach.</p> <p>With a keen eye for detail, and utilising excellent communication skills and a friendly approach liaise with hirers and contractors, prepare rooms for hire/use and de rig, re set after use, whilst maintaining the integrity of the building and its fixtures and fittings.</p> <p>Take responsibility for Health and Safety and licensing requirements prior to hirers taking place.</p> <p>Act as Keyholder and emergency out of hours contact for the venue. Deputise for the Vision Venues Manager as required.</p> <p>Have an extensive knowledge of both Redbridge Town Hall and Sir James Hawkey Hall in order to deputise for colleagues at either venue.</p>
<b>Key external contacts:</b> <i>Organisations</i>	Direct contact with customers, catering companies, event suppliers, contractors, public, schools, Vision and LBR staff.

<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<p>Strong relationship with the Customer Support Team and key internal hirers such as the Sport and Health Team</p>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>An awareness of the budgets set for the venue and responsibility for working the Vision Venues Manager to ensure these budgets are met.</p>
<p><b>Key areas for decision making:</b></p>	<p>Ensuring health and safety of all staff, volunteers, visitors and contractors within building, proactively and reactively where risks are posed.</p> <p>Challenge behaviour or hirer requests that may be detrimental to the building, fixtures and fittings or other visitors/staffs' health and safety. Supervision of staff/volunteers re: working rotas, breaks and rotation of duties required.</p> <p>Changes or additions required by hirer to layout/set up of rooms hired.</p> <p>Take decisions on deductions from refundable retainers based on cleanliness, damage and exit times.</p>
<p><b>Other considerations:</b> <i>E.g. working patterns</i></p>	<p>This role will require some evening, early morning, weekend and bank holiday working in line with the operational requirements of the service.</p> <p>You will be required to dress smartly during your working shift if the building is in hire or during an open day. Exemplary personal presentation. Smart clothing/suit in dark colours and a shirt with collar. Footwear should be the PPE supplied shoes when completing set ups and de-rigs, this should be kept clean and smart.</p>
<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>

<p>Front line Customer Service/Hospitality</p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Using excellent communication skills positively promote and provide relevant information to visitors, hirers and prospective hirers, including, workshops, hire packages, events, functions, ceremonies and other services.</li> <li>• Conduct viewings of facilities (within operations and facility t &amp; c's parameters), assist customers during hires and functions, and assist schools and other group visits.</li> <li>• Provide a welcoming, knowledgeable, efficient and professional front of house service during hires, actively operating all areas required.</li> <li>• Take personal responsibility for handling and resolving customer queries and complaints whilst on duty, ensuring satisfactory customer service outcomes for both the venues and customers.</li> <li>• Ensure appearance/cleanliness, equipment, services and overall provision in facilities is of a high standard and quality, undertaking or arranging necessary remedial action if required.</li> <li>• Ensure emergency procedures (evacuation) are always followed.</li> </ul>
<p>Facilitate Hires, Functions and Events</p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Set up hired rooms furniture and equipment as required, ensuring high standards of presentation and cleanliness are achieved.</li> <li>• Operate de-rig of furniture, cleaning of hired rooms and public spaces, reset as required.</li> <li>• Unlock venues and hire spaces and vehicle entry gates - ensure security systems are in place. Secure all required at the end of the hire. Ensure all restricted areas are secured.</li> <li>• Unlock buildings and required rooms, ensure set up complete, allow /direct hirers to appropriate spaces at hire time.</li> <li>• Ensure all contractors and users of the venues adhere to booking terms &amp; conditions and any other terms which may be directly relayed from booking staff (including entry and exit times).</li> <li>• Ensure the protection of the venues (including its fixtures and fittings) is paramount and is not interfered with or damaged at any time by any persons.</li> <li>• Log any damage, incidents or comments regarding hires, using the function report. Provide accurate records of any incidents that may occur during hires.</li> <li>• Manage Facilities Team.</li> <li>• Any other duties as may arise during the course of hire.</li> </ul>

<p>Personal Development and Personal Responsibilities</p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Work as part of a team or independently as the situation demands and support other team members and provide cover as required.</li> <li>• Take the appropriate level of responsibility for health and safety in general.</li> <li>• Have an understanding of Equal Opportunities and apply it when undertaking duties.</li> <li>• Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and efficiently in all operational and customer facing areas.</li> </ul>
<p><b>General accountabilities and responsibilities</b></p>	
<p><b>Data Protection/Confidentiality</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the GDPR requirements– treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with training provided.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Company databases and systems. Any breaches could result in disciplinary measures.</li> </ul>
<p><b>Conduct and Whistleblowing</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<p><b>Safer Working</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Company will require a DBS check and references will be taken up prior to interview.</li> <li>▪ Lone working. The venue has a lone working policy which ensures that staff are made aware of the procedures for lone working and measures necessary to protect staff.</li> </ul>

<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Companys strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote all relevant policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services, ensuring Vision’s values are embraced and adopted</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> <li>▪ Be aware of alarms and all other health and safety procedures, talking action in emergency situations, directing staff and customers as necessary.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.</li> </ul>

## Person Specification

<b>Post Number:</b>		<b>Job Title:</b>	Assistant Manager				
<i>Method of candidate assessment: A = Application form I = Interview</i>					<b>A</b>	<b>I</b>	
<b>Minimum education/ qualifications:</b>							
<b>Minimum experience/ knowledge/ skills:</b>	Some experience in providing excellent customer service in a previous role.  Organisational skills and eye for detail Maintenance and care of buildings			X			
<b>Minimum competencies:</b> <i>Customer focus</i>	Excellent communication skills using all forms of communication  Smart, clean and professional appearance. Able to supervise staff				X	X	
<b><i>For those with managerial responsibility</i></b> <i>Leadership</i>	Supervisory experience in previous role			X	X		
<i>Managing and developing people</i>	Lead and direct positively, professionally and efficiently.			X	X		
<b>Special conditions:</b>	Ability to lift and move furniture. Work late evenings, weekends and bank holidays			X	X		
<b>Signature of Employee:</b>	<b>Name:</b>		<b>Date:</b>				