

Lancaster City Council - Job Description & Person Specification

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| Job Title: | Casual Duty Manager | Grade: | 7 (hourly rate) | Job Code: | LCC595 |
| Service/Team: | Environment & Place/ The Storey | Role Type: *Delete as appropriate | Events | Reports to: *Title & LCC Code | Front of House Supervisor |
| Line Manages: *Title/s & LCC Code | N/A | | | | |

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| Job Overview |
| To work as part of the Storey and Ashton Hall Events Team, undertaking and assisting with a range of functions required to operate the venues, including facilitating, supporting and delivering a comprehensive programme of events and activities safely and successfully. |
| Direct Responsibilities |
| Supervise the safe operation of The Storey and Ashton Hall and other LCC venues, in line with City Council procedures, supervising all members of staff whilst on duty. |
| Work closely with other team members to ensure all bookings/events run smoothly and if required support the catering operation or reception during busy periods or to cover absences. |
| Whilst on duty be responsible for ensuring that daily building checks are undertaken to ensure the building is safe for the general public and private hires and presented to a high standard. |
| Security duties including key holder responsibility, opening and closing of buildings, be part of the Storey's out of hours emergency contact list, operation and regular test of alarm systems, monitoring and directing both tenants and visitors, and acting as first point of contact for the emergency services, when on duty. |
| General repairs and maintenance including reporting faults and damage, checking and setting boiler and heating controls, changing lamps, undertaking minor items of repair and any general internal and external cleaning duties. |
| Inspect building, undertake monitoring checks and consult building users on a regular basis reporting any concerns or complaints to the Duty Manager and updating building information records as necessary. |
| To liaise with any contractors undertaking work at the premises. |
| Emptying of litter bins, collection of refuse and operation of refuse system. |
| When required supervise council organised events and activities at The Storey and Ashton Hall. |
| During a private hire, be the main point of contact ensuring that the event/activity is delivered in line with the hire agreement. |
| When required prepare rooms for events including moving and setting up equipment. |
| Take responsibility during your shift for operating a licensed premises and act as the designated premises supervisor. |
| Assist with managing the bar at The Storey and Ashton Hall ensuring that it is fully stocked, monitor wholesale prices and trends, develop the bar offer in terms of product and service. |

Lancaster City Council - Job Description & Person Specification

To be responsible for dealing with cash floats for the licenced bar and ensure all the income is accounted for, reconciled and secured at the end of each shift.

Contribute to the marketing and promotion of events and activities.

Arrange and where necessary deliver staff training for the General Assistant and Casual General Assistants on topics such as health and safety, customer care and financial regulations.

Oversee and supervise the safety of all persons in your charge in accordance with local and national guidelines and keep updated existing qualifications.

During your shift deal with customer enquiries, complaints, incidents and accidents.

Support the delivery of major festival's, act as a zone controller, supervising a team of stewards and security and take responsibility for public safety.

All other general duties commensurate with the grade, as requested by line manager.

Primary Objectives

To generate income from private hires and events
To generate bar and café income, including improving GDP
To increase private hires, events and footfall at The Storey and Ashton Hall

Staff Management Responsibilities

N/A

Additional Requirements

The hours of work are on a casual basis on a 5 out of 7 day basis to suit the needs of the business, which may be during evenings, weekends or bank holidays.

As a normal part of the job, it is expected to routinely undertake corporate activities on behalf of the Service. This will include undertaking corporate roles and project work, as long as it is appropriate to grade of the post.

Person Specification

| Knowledge & Educational Requirements | Essential Criteria | Desirable Criteria | Assessed by: App Form, Interview, Certificate, Test, Other... |
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| Specialised Qualifications & Training | Must hold a current Personal Alcohol Licence or gain this qualification within 6 months | | App Form, Interview, Certificate |

Lancaster City Council - Job Description & Person Specification

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| | Must hold a current First Aid Certificate or gain this qualification within 6 months | | |
| Experience | <p>Experience of working in an entertainment venue</p> <p>Experience of dealing with private hires</p> <p>Experience of supervising events</p> <p>Experience of security duties including key holder responsibility, opening and closing buildings, operation of alarm systems, undertaking monitoring and safety checks</p> | | App Form, Interview |
| Job Related Skills, Knowledge & Abilities | <p>Knowledge of current licensing, health and safety standards relating to an entertainment venue</p> <p>Knowledge of Booking/CRM systems</p> <p>Knowledge of sound and lighting equipment</p> <p>Ability to undertake minor items of repair and cleaning duties</p> <p>Good ICT operational skills and knowledge of Microsoft IT products</p> <p>Ability to assist in setting up rooms and events</p> | | App Form, Interview |

Lancaster City Council - Job Description & Person Specification

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| | Manual handling skills (ability to move goods, furniture, equipment etc.) | | |
| | Awareness of basic health and safety | | |
| Personal Attributes Including Interpersonal & Communication Skills | Good numerical, written and verbal skills Excellent customer service skills Excellent organisational skills and attention to detail Ability to work as part of the team and also alone with minimal supervision | | App Form, Interview |
| Special Requirements/Other | | | App Form, Interview |

| Additional information |
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| <p><u>Lancaster City Council Specific Knowledge</u></p> <p>Once in post, demonstrate:</p> <p>Understanding, implementation and adherence to Lancaster City Council's policies and procedures.</p> <p>Understanding, implementation and adherence to Our Values.</p> <p>Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.</p> <p><u>General Statement</u></p> <p>The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.</p> <p>As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.</p> <p><u>Learning and Development</u></p> <p>You are expected to undertake any training and development appropriate to the current and future needs of the post.</p> <p><u>Health & Safety at Work</u></p> <p>All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.</p> |

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Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

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| Employee Signature: | | Print name: | | Date: | |
| Manager Signature: | | Print name: | | Date: | |