

JOB PROFILE

Directorate:	Finance, Governance and Contracts
Service Area:	Town Hall
Job Title:	Town Hall Assistant
Grade:	A
Post Number:	M423
Base/Location:	Town Hall
Responsible To:	Duty Manager for Bar/Usher/Box Office/Events work. Technical Manager for Stage/Technical work.
Responsible For:	Nil staff
Key Relationships/ Liaison with:	External customers. Internal staff within Loughborough Town Hall.

Job Purpose

- To provide front line customer service to users at Loughborough Town Hall in any or all the multiple environments including Box Office, Front of House, Bar, Ushering and if required, Stage and Technical.
- To assist with the emergency evacuation of members of the public and performers 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 event(s) 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 role being undertaken and event taking place in line with the training completed.
5.	Follow venue procedures as instructed.
6.	Attend training and regular meetings to gain relevant knowledge and provide valuable feedback on services.

7.	To assist in selling of merchandise and ice creams as and when required.
8.	To assist in security checks and the evacuation of the building in the event of any threat under instruction from Duty Manager.
9.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
10.	To assist in technical show set up for performances and events, ranging from load in/out, fixture set up, lighting and sound equipment operation, backstage cleanliness and seating set up.
11.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
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.

Prepared by: Town Hall Manager

Date: February 2024

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	Essential	Desirable
<u>Qualifications</u>		
First Aid trained.		✓
<u>Experience</u>		
Front line customer service.	✓	
Cash handling.		✓
Technical / Stage knowledge.		✓
<u>Skills / Knowledge</u>		
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
Local Knowledge.		✓
<u>Interpersonal Skills</u>		
Excellent verbal communication skills.	✓	
Smartly presented.	✓	
Keen interest in customer service.	✓	
Positive disposition.	✓	
<u>Other requirements</u>		
Must be flexible as work requires evenings, weekends, and Bank Holiday working.	✓	
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.	✓	

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