



Job Description

Job title	Duty Officer	Hours	Agreed working hours, 15 hours per week <i>Flexible working options are available, including job share</i>
Department	Growth and Culture	Salary	SK5 (pro rata £26,433 per annum)
Location	Bourne Corn Exchange	Contract	Permanent

Main Job Purpose

- Ensuring that events and functions are prepared for and run smoothly
- Looking after visiting companies and managing front of house for events/functions & shows
- Working with visitors and customers with a professional, polite, responsive and friendly manner so that
- customer satisfaction is maintained at all times Dealing with potential room hire enquiries
- Promote services
- Setting up rooms for meetings/events
- Ensure that the building is secure and tidy and
- Opening and locking up and securing the premises as required
- Administrative duties including checking floats and cashing up.
- Taking Room bookings

To support and assist in the delivery of the programme of events to support the Cultural Strategy.

This role is not politically restricted

Main Statement of Responsibilities

- To provide all necessary support to the Venue Manager in ensuring that all duties required for the smooth running of the building generally are undertaken.
- To provide flexible cover for the hire of the venue on a rota basis particularly at evenings and weekends and undertake the following:
- To prepare rooms for hire including the setting out of tables, chairs and equipment and tidying after events.
- Ensure that all customers and visitors are welcomed and dealt with in a polite, friendly and responsive manner.
- Lock and unlock the building and maintain security during events;
- Provide an on- site point of contact for bookings during the hire period providing assistance to ensure that events run smoothly;
- To ensure that Council policies on health and safety are adhered together with statutory requirements, eg Fire Safety
- To undertake and be responsible for First and Aid and the Fire Marshall when on shift.
- To take room bookings for hire of the venue and associated administration.
- To provide caretaking duties for the whole of the building including: Locking and unlocking of the building for all users and customers generally as required, including the use of the alarm system;
- To provide cover at other District Council Arts venues as required.



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on seven areas:

- **Accountability**, which means ensuring that everyone at every level is responsible of what they do and takes ownership for their actions and decisions.
- **Flexibility**, which means working in different ways, at different times and in different places to meet the needs of our residents and businesses.
- **Agility**, which means working together to get the job done, using our skills to get the best outcome for our residents and businesses.
- **Equity**, which means ensuring that we treat each other with respect, irrespective of rank, position, or status. This echoes our commitment to provide consistently good services to both our internal and external customers.
- **Networking**, which means that as a council we recognise that ours is not the only voice or opinion. We embrace the views of others and use formal and informal networks to improve performance and ensure the solutions we deliver meet the needs of our customers.
- **Always learning**, means sharing knowledge, skills, and expertise to enable the council to go from strength to strength and learn from everything we do.
- **Talent**, means harnessing the incredible ability that is within the council and valuing the contribution that everyone can make.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Able to undertake manual handling of furniture and equipment
- Ability to respond to call out within specified time period
- Previous experience in a customer orientated environment
- Flexibility in terms of hours and duties
- Good IT skills

Desirable

- Knowledge of health and safety legislation and guidance
- Previous experience of work in a similar role
- Awareness of evacuation procedures in a customer oriented organisation

Relevant Qualifications

Essential

- Current full driving license or the ability to make suitable travel arrangements

Desirable



- Willingness to undertake further training
- Qualified First Aider (training provided)
- Fire Marshal (Training Provided)

Communication and Interpersonal Skills

Essential

- Effective communication skills
- Good Interpersonal skills
- Effective customer care skills
- Effective organizational skills
- Ability to work on own initiative