



## Job Description

<b>POST:</b>	Front of House Assistant/Key holder - Bridgend Town Council
<b>SCALE:</b>	SLCC Pay Scale £9.50 per hour
<b>HOURS:</b>	15 Hours per week (to include evening and some weekend work). Weekly hours of work will be on a variable basis depending on classes, events and room hire bookings.
<b>RESPONSIBLE TO:</b>	Community Engagement and Events Manager of Bridgend Town Council

---

**JOB PURPOSE:** Working at Carnegie House Art Centre, you will undertake a variety of roles to ensure the delivery of exceptional customer service to our visitors, tutors and artists.

You will work closely with the Art Project Officer to assist in the development of Carnegie House as a community arts and cultural venue, ensuring that furniture and equipment is set-up to suit the requirements of the events taking place and that users have access to the equipment they need.

You will be a key holder for the venue and will be responsible for opening and closing the venue and greeting tutors and members of the public for a wide range of daytime and evening events.

---

## PRINCIPLE RESPONSIBILITIES:

### Facilities Management

- To be the dedicated key holder and open and close Carnegie House before and after events
- To manage the flow of customers in the building and adhering to health & safety and fire evacuation procedures
- To understand all heating, lighting, CCTV, fire and security systems
- To lock or unlock building securely ensuring external doors and windows are secure and the security alarm is set
- To respond to emergency callouts from tutors or room hirers and ensure that the premises are made secure in the event of any damage
- To set up furniture and equipment in specified rooms for room hire, regular classes, workshops and meetings.
- To set up larger spaces for events such as Town Council functions and programmed arts & cultural events (including setting-up of modular stage, exhibition boards and furniture)
- To set-up electrical systems including audio/visual systems, microphones, projector etc.
- To attend to the heating of the premises and ensure that the required temperatures are maintained

- To clear and re-set rooms after events (including light kitchen duties)
- To liaise with the Town Clerk, Community Engagement & Events Manager, Arts Project Officer and other Town Council staff and users of the venue as required
- To identify issues within the building and equipment requiring maintenance and report them to your Line Manager or the Facilities Manager

### **Customer Service**

- To provide a front of house service to greet tutors and welcome customers and members of the public to our venues
- To serve customers at our bar, selling alcohol and serving tea and coffee.
- To be available at events to answer questions from members of the public about the event, venue and facilities available

### **Event Co-ordination/Administration**

- To work with Arts Project Officer and use room booking spreadsheet to schedule work requirements for the week
- Setting up for events, including moving furniture and equipment, as well as cleaning and tidying as required
- To run the ticket desk for events to sell tickets 'on the door' and check pre-booked tickets
- To handle cash transactions, including cashing up of ticket sales and bar takings for each event and adhering to Town Council financial guidelines and processes
- Gathering customer feedback through evaluation forms and recording verbal feedback for the Community Engagement and Events Manager
- Carry out the stocking up of bars, including the moving and handling of stock
- To support Council event planning as required; e.g. assisting with community events, registering participants, circulating event information, distributing publicity and promotional materials etc.
- To attend and support Town Council staff at Civic functions and Corporate events (such as the annual Wartime Bridgend event, Remembrance Day, Christmas events etc.) as required.

### **Cleaning**

- Light cleaning duties as and when required (there is a cleaner employed to deal with regular daily cleaning tasks however throughout the day, between regular classes, there may be a need to undertake light cleaning duties such as emptying waste bins or sweeping floors to ensure the facilities are maintained to a high standard)
- During events ensuring toilet facilities are stocked with appropriate consumable items
- Ensuring any cleaning or building maintenance concerns are raised with the Line Manager or Facilities Manager

### **Communications**

- To be a point of contact for issues relating to the building during classes, workshops and events.
- To communicate with members of the public, BTC councillors, officers and work colleagues in a polite and courteous manner.
- To assist in the display of all relevant public notices and marketing materials at designated locations on behalf of the Town Council ensuring that displayed material is current and up-to-date

### **Health and Safety**

- To ensure that all new room hirers and tutors are provided with a written copy of the Fire Evacuation Procedures for the building and emergency contact details for staff

- To verbally provide health and safety advice at events to inform members of the public of the procedures that should be followed in the case of an emergency
- To be responsible for ensuring clear and safe pedestrian access to the building particularly in adverse weather conditions (e.g. snow clearing, gritting)
- To make safe any hazards, ensuring areas are cordoned off if required
- To assist in ensuring that the Town Council's statutory obligations for the effective management of health and safety are met
- To support with the preparation of risk assessments which impact on your role, area of work and relevant functions of the Council
- To take care of your own health and safety by following guidance provided by your line manager and through training received

### **Equality and Diversity**

- To support the Town Clerk in ensuring that the provisions of the Equality Act 2010 are reflected in all aspects of the Council's work.
- To be aware of the requirements of the Welsh Language Act and how they might relate to the role you perform.

### **Personal Development**

- To develop in your role through training and development opportunities made available to you.

### **Other**

- To undertake other duties from time to time which are commensurate with the level and grading of the post.

# Person Specification

## Front of House Assistant/Key holder

The following attributes represent the range of skills, abilities and experiences relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (v).

Attributes	Requirements	Essential/ Desirable	Method of Evaluation/Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Basic standard of education</li> <li>• Customer service training</li> <li>• Health and Safety training</li> <li>• First Aid training</li> </ul>	(E) (D) (D) (D)	Production of certificates and application form.
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in front of house or a customer service role</li> <li>• Experience of premises management/building</li> <li>• Security i.e. locking and unlocking and alarm systems</li> <li>• Experience of working in an events or arts role</li> <li>• Experience of bar tending</li> <li>• Experience of working with people from all age groups and demographics</li> <li>• Experience of key holding</li> <li>• Experience of cashing up</li> <li>• Experience setting up audio/visual equipment</li> <li>• Awareness of safe working practices</li> </ul>	(E)  (D) (D) (D) (D) (D) (D) (D) (D) (D) (D)	Interview, application form, references and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Good verbal communication skills to be able to respond to the public and customers in a professional and responsible manner</li> <li>• Good organisational skills</li> <li>• To be punctual and have good time keeping</li> <li>• Ability to form constructive working relationships with colleagues</li> <li>• Ability to work flexibly and proactively, with a minimum of supervision</li> <li>• Positive working attitude</li> <li>• Strong interpersonal skills</li> </ul>	(E) (E)  (E) (E)	Interview, application form, references and selection process.

