

Job Description and Person Specification

Community Venue Assistant



Department:	Community Venues
Location:	All Saints Centre, Malling Community Centre and Town Hall Centre
Job Title:	Community Venue Assistant
Grade:	Scale 3 Spinal Column Point 5-6 £21,575 - £21,968 per year £11.18 - £11.39 per hour
Responsible to:	Community Venue Manager

Main purpose of the role:

To assist the Managers and Assistant Managers to facilitate the use of our multipurpose venues. From taking the first enquiry, processing the booking, setting up the space then overseeing the health and safety of the events and classes.

To supervise the buildings during operating hours on a rota basis, including split shifts, emergency cover, early mornings, evenings, weekends and Bank Holidays as required.

To assist in the development of the community venues' use in accordance with established policies and programmes.

To be responsible for basic building maintenance and cleanliness; equipment, stores and consumables.

Key Tasks

1. To comply with all instructions given by the Venue Manager and Assistant Manager in relation to the work in hand.

2. To act as first point of contact for hirers/promoters and other users/patrons of the Centres as required.
3. To undertake all filing, typing and other office duties required to ensure the efficient management and running of the Town Council service including day to day use and management of the booking system.
4. To prepare venues for functions, ensuring the venue is well presented and that they comply with fire and health and safety regulations.
5. To assist in ensuring full compliance with conditions of all formal licenses.
6. To maintain appropriate standards of cleanliness and tidiness throughout the buildings, and proper operation of all safety-related systems/equipment and procedures.
7. To ensure that all work is carried out in a safe and proper manner to the best standard possible and using appropriate tools, plant and equipment.
8. To check that all tools, plant, machinery and equipment is used in accordance with the manufacturer's instructions and that, as appropriate, all PPE (personal protective equipment) is worn – helmets, goggles, glasses etc.
9. To undertake health and safety checks and inspections of Town Council property, immediately rectifying minor defects if possible, reporting damage etc. promptly. To include regular inspection of land; buildings; paths; fences; boundary walls; gates; signage; site equipment; fixtures & fittings etc. To promptly advise of obvious deterioration, or imminent hazard, and assist in the preparation of solutions.
10. To keep records of inspections and actions, as directed, and ensure that these are accurate, legible, and complete.
11. To undertake basic grounds maintenance and horticultural duties as required.
12. When works are not within the capability/remit of the post-holder, to monitor performance/satisfactory completion of works where carried-out by third parties.
13. To maintain appropriate stocks and availability of consumable materials.
14. To be prepared to work in any of the Town Council premises to carry out your duties.
15. To ensure security of the premises, act as key holder for Town Council properties and land as required and share duty as first-contact for emergencies.
16. To deter antisocial use, insofar as practical, and report problems promptly.

17. Basic use of Microsoft Office for emails and work. Use of electronic software packages to undertake the role efficiently. Assist with maintaining and updating the Community Venues social media and website.
18. To comply with the Town Council's Health & Safety Policy at all times.
19. Apply consistently the principles of Equal Opportunities, as embodied in the Town Council's policies and practices throughout the duties outlined.
20. To undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of Town Council services.
21. To undertake any other tasks commensurate with the grading of the post, as required by the manager/supervisor or the Town Clerk, ensuring that all duties undertaken are done so in accordance with Council policies, practices, procedures, and standards.

This job description sets out the duties of the post at the time when it was drawn up. This is not to be taken as exhaustive nor exclusive. Such duties may vary from time to time to meet the needs of the service without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
Key Skills & Abilities	<ul style="list-style-type: none"> • Ability to clean premises to a high standard • Ability to deal with members of the public in a polite manner at all times • Good communication skills • Ability to develop good working relationships with customers, councillors, colleagues etc • Ability to work on your own and as part of a small team • Ability to follow written and spoken instructions • Ability to record details clearly and complete all necessary documentation (e.g. booking forms, timesheets) • Basic ICT skills, able to use Microsoft Office software and other ICT packages • Ability to effectively organise own workload and meet tight deadlines, managing changing and conflicting demands • Ability to respond positively and proactively to unexpected problems and situations • Good time management 	<ul style="list-style-type: none"> • Building / decorating • General maintenance/ DIY skills to a reasonable standard 	CV/ covering letter/Interview/ Reference
Education & Qualifications	<ul style="list-style-type: none"> • Basic literacy and numeracy 	<ul style="list-style-type: none"> • Health and Safety related training such as COSHH or Risk Assessments • Safe use of ladders & steps at work • First aid at work 	CV/ covering letter/
Knowledge	<ul style="list-style-type: none"> • Working knowledge of Microsoft Word, Excel, Outlook • Knowledge of effective cleaning processes 	<ul style="list-style-type: none"> • Working at height regulations • Manual Handling • COSHH • Knowledge of Lewes 	CV/ covering letter//Interview

	<ul style="list-style-type: none"> • Some knowledge of how to use a range of power tools and hand tools • Knowledge of relevant Health and Safety at Work regulations and PPE • Equal opportunities knowledge 	<ul style="list-style-type: none"> • Knowledge of the services provided by Lewes Town Council 	
Experience	<ul style="list-style-type: none"> • Using ICT • Providing customer focussed services to the community • Cleaning and caretaking • Preparing premises for functions/events • Working in a team 	<ul style="list-style-type: none"> • General maintenance (e.g. painting & decorating) • Using a range of cleaning and maintenance tools and machinery 	CV/ covering letter/Interview/ Reference
Personal Attributes	<ul style="list-style-type: none"> • Customer friendly • Good interpersonal skills • Organised and logical approach to work • Punctual and reliable • Honesty • Flexible and self-motivated approach to work • Willingness to take on a range of tasks as required • A positive approach to problem solving 	<ul style="list-style-type: none"> • A demonstrable interest in the town of Lewes either past or present 	CV/ covering letter/Interview
Other	<ul style="list-style-type: none"> • Ability and willingness to work early mornings, evenings, weekends and bank holidays as required • Flexible with working hours • Ability to undertake manual handling tasks • Flexible to change working hours when needed 		

Date: 14/04/2023

Reference of Officer(s) drawing up Job Description and Person Specifications: LZ