

# RUGBY BOROUGH COUNCIL

## JOB PROFILE

**Post No.****Post Title:** Events and Meeting Assistant**Unit/Team:** Benn Hall**Grade:** Grade B**Service:** Leisure & Wellbeing**Reports to:** Operations Manager – Benn Hall**Issue Date:** March 2022

### PURPOSE OF THE JOB

The service aims to provide an efficient friendly and hygienic service to the customers of the Benn Hall.

### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Set up rooms for Theatre shows and meetings
- 1.2 Ensure compliance with Brand Standards
- 1.3 Keep promotional materials up to date as per layouts
- 1.4 Check customer tickets on arrival and show to seats
- 1.5 Meet and Greet Customers / delegates
- 1.6 Provide building access to Hirers, Caterers, Technicians and Performers as requested by Line Manager
- 1.7 To provide a high standard of customer care.
- 1.8 Sell and issue tickets on event days
- 1.9 Ensure refreshments are served at the correct times
- 1.10 Monitor stock levels and notify Line Manager when low
- 1.11 To be responsible for the security of the building when on duty including opening and locking up at the end of events

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 Provide drinks and food to customers of the Benn Hall in an efficient, friendly and hygienic manner.
- 2.2 To handle cash accurately and in a secure manner.
- 2.3 To follow guidelines regarding portion controls and presentation.
- 2.4 Ensure customers meet legal age requirements and consider customer needs and safety.
- 2.5 To make sure the bar and kitchen areas are kept tidy at all times.
- 2.6 Collection and cleaning of crockery and glasses.
- 2.7 Clearing the rooms of all glasses and rubbish at the end of each shift,
- 2.8 Any other reasonable duties as requested by your manager, in line with your skill and knowledge.

## **3. SUPERVISORY RESPONSIBILITIES**

No supervisory responsibilities will be involved.

## **4. FINANCIAL RESPONSIBILITIES**

Handling cash by the use of the till in a secure manner.

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

Responsible for general use of the bar equipment, till and ticket system

## **6. EXTENT OF PUBLIC CONTACT**

Members of the public and Council officers.

## **7. WORKING CONDITIONS AND ENVIRONMENT**

Unsocial hours and weekend work required.  
Smart appearance – uniform provided

## **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

## **9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Benn Hall Event & Meeting Assistant

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Must be over 18	E	A/D
Experience of working in a customer facing environment	E	A/I
Good communication skills	E	A/I/R
Ability to work well within a team	E	A/I/R
Able to work under pressure	E	A/I
Good level of numeracy	E	D
Ability to move tables and chairs	E	A/
Experience of working in an entertainment environment	D	A/I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D