

Job Description: Front of House Steward

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Front of House Steward
Service:	Commercial
Team:	Memorial Hall
Location:	Farnham Memorial Hall, Babbs Mead, West Street, Farnham GU9 7EE
Reporting to:	Venue Officers
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To set up and breakdown functions in Farnham Memorial Hall, this includes the movement of tables and chairs where needed. To clean, clear and secure as necessary all rooms - kitchens, toilets, passages and the building itself. 	

- To steward the Hall during such functions ensuring a good standard of service and order is applied and maintained.
- Showing awareness of the Premises licencing and ensuring that this is abided by at all times.
- Ensuring that Venue Management procedures are upheld and protocol followed at all times.

MAIN DUTIES AND ACCOUNTABILITIES

Customer Care

- Ensure all rooms - kitchens, toilets, passages and the building itself are clean, tidy and presentable to customers.
- To be approachable to all customers and hirers to gain an understanding of their event to uphold a high level of service.
- Set up events and furniture to the hirers requirements, attend to their needs and ensure smooth running of each event by active attendance and regular checks.
- Security of property and personnel, adhere to max capacity property for customer safety.
- Responsible for assisting the Venue management to adhere to all bar licensing regulations, this includes regular checks on event and behaviour of guests.
- To always arrive promptly to shifts, this is ensure a prompt set up time for events - liaise and report to management on each function where advised.
- Show good time management skills, using own initiative by ensuring you have enough time to clear an event and clean the hall ready for the next hirer.
- To clean tables and store them safely in the correct location.
- Stack Chairs at the end of hire and return to storage.
- Sweep floors and ensure hireable space is in a usable state for the next hirer.
- Topping up sundries where necessary, ensuring you are familiarised with where things are stored.
- Washing up and leave site tidy.
- Rubbish removal.

Enforce the rules - Regulations and legislation applying to such functions as laid down.

- Licencing.
- Manual Handling.
- Health and Safety.
- Environmental Health.

To clear and secure the building promptly and safely.

- Secure all windows and doors.
- Return keys to secure cabinet.
- Responsible key holder.
- Ensure building alarm is set correctly.

Health and Safety

- Comply with all health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Able to work unsupervised, prioritising duties.
- To contact the Police, Ambulance or Fire Services for assistance in an emergency.
- To contact the “on call” service officers of the section if necessary and appropriate.

PLANNING/ORGANISING/CONTROLLING

- Able to provide a high level of customer service.
- Security of property and personnel.

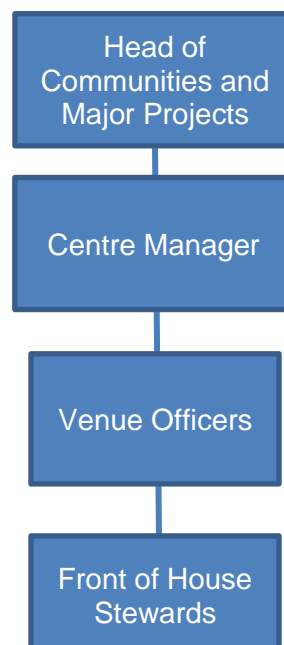
CUSTOMERS AND CONTACTS

INTERNAL

EXTERNAL

- Regular contact with casual hirers and members of the public.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE			Manual Handling	A/I
			First Aid	A/I
KNOWLEDGE /TECHNICAL SKILLS	Reliable	A/I	Knowledge of Safeguarding	A/I
	Reactive	A/I	Willingness to learn new skills	A/I
	Able to prioritise duties	A/I	Projectionist	A/I
	Friendly & helpful	A/I		
COMMUNICATION	Able to communicate on all levels	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
TEAM WORKING	FOH duties can require working as part of a Team and occasionally lone working	A/I		
MANAGING SELF AND OTHERS	To stop infringement of Legislation, rules or regulations laid down to ensure the well-being and public safety of the public	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Customer focused	A/I		
SPECIAL REQUIREMENTS	Over 18 years of age	A/I		
	Lifting and moving heavy equipment	A/I		

	Moving tables & chairs	A/I		
	Climbing ladders	A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	FOH	Post no:	FOH
Service:	Communities	JE score:	
Team:	Arts and Culture	Pay band:	FOH rates
Location:	Farnham Memorial Hall, Babbs Mead, West Street, Farnham GU9 7EE	Position type:	Casual
Competencies: (level 1)	Communication:	1	
	Customer Service:	1	
	Team Working:	1	
	Managing Self and Others:	1	
	Can do approach/Results	1	
REVIEWED BY:	Centre Manager	DATE:	30/10/2020
CHECKED IN:	Employee Services	DATE:	
LAST UPDATED:		DATE:	