



Waverley Borough Council
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Calls may be recorded for training or monitoring

Dear Applicant,

Thank you for your interest in the role of Front of House at Waverley Borough Council. Waverley is a great place to build your career within a strategic local government environment. The role provides the opportunity to make a real difference to people's lives. In return, you will be joining a Council with a positive and supportive culture and a strong commitment to supporting your on-going professional development.

The Role

The role provides an exciting and flexible opportunity to join the Memorial Hall's Front of House team. The successful candidate will work closely with the Venue Officers to develop and embed the operational management of the Memorial Hall in Farnham. You will be joining the team at an exciting time, as the construction of the building comes to a close following its major £3million refurbishment to create a multi-purpose community facility.

You will be responsible for implementing key policies and procedures and will work in a small team of staff to ensure the building runs smoothly at all times.

We are keen to hear from candidates with a proven track record in facility management. Ideally, you will have a background in and feel passionate about delivering high standards of customer care. Some experience of working with the voluntary, public and private sectors would also be an advantage.

The Council

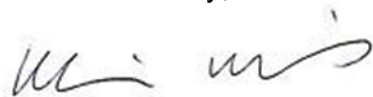
Waverley Borough Council is the largest of eleven local authorities in the county of Surrey. The Council has an annual turnover of £60 million, employs over 470 staff and provides more than 120 services to a population of 130,000. These include Services such as housing, planning, leisure, green spaces, benefits and council tax, as well as services that come under this post. Our services are delivered either directly by the Council or in partnership with a range of organisations including the private sector, other public sector partners, charities and local and community groups. We achieve excellent performance by working with the organisations best able to help us deliver the highest quality services to our customers. Despite the pressure on spending across the public sector nationally, Waverley's robust financial platform is enabling us to continue to invest in the future – improving services and growing our skills base.

Waverley has made major strides in developing a culture based on inclusion and Communication with both staff and elected members to ensure that there is a strong Focus on objectives, performance and outcomes. Customer service and communication are at the forefront of our approach to keeping both customers and staff informed about our priorities and the services we deliver. We employ talented and committed people across a range of disciplines, from strategic thinkers whose role is to plan and map out the future direction for the borough to our people on the front line providing those vital services to our residents. Everyone at Waverley Borough Council is part of an organisation all working towards one ambition, to deliver excellent quality services to our residents.

We know that to keep people we have to invest in them, and so we are delighted to have retained our Investors in People accreditation, a national standard that recognises excellence in how we engage and support our staff. To support staff with improving service delivery we have invested in the latest technology and equipment which provide opportunities to work in a flexible and streamlined way. In 2017, Waverley was ranked by the Daily Telegraph as 7th among Britain's best councils, and number one in the south, where homeowners get the benefit of good local services.

I hope that the opportunity of joining Waverley in this key role appeals to you. If you have what it takes to join this high-performing team; we would love to hear from you.

Yours sincerely,



Kelvin Mills
Head of Communities and Major Projects