






## 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	
<b>Job title:</b>	<b>Casual Front of House Steward</b>
<b>Service:</b>	Commercial
<b>Team:</b>	Arts and Culture
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Borough Hall Venue Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Collaboration</b> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<b>Wellbeing</b> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<b>Trusted</b> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<b>Value for Money</b> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<b>Professionalism</b> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To set up and clear away functions in the Borough Hall (Godalming)</li> </ul>	

- To steward the Hall during functions and events while providing an excellent level of customer care to the public.
- To clear, clean and secure as necessary all rooms - kitchens, toilets, passages and the building itself.

## MAIN DUTIES AND ACCOUNTABILITIES

### Customer Care

- Arrive promptly and report to management to receive a briefing on the event and shift duties
- Introduce yourself to hirers to gain an understanding of their needs
- Ensure all areas are clean, tidy and presentable to customers
- Set up and dismantle tiered seating if required
- Set out rooms to the hirers requirements, attend to their needs and ensure smooth running throughout their event by active attendance and regular checks.
- Ensure customer safety through vigilance and adherence to the license regulations
- Facilitate ticket sales for cinema and events customers.
- Facilitate bar sales to responsible adults.
- At the end of an event ensure all members of the public vacate building
- Clear and clean the hall and/or court room ready for the next hirer
- Clean and store tables safely in the correct location.
- Stack Chairs on trolleys and return to storage.
- Sweep and mop floors.
- Top up sundries.
- Cash handling and reconciliation.
- Remove rubbish.

### Enforce the rules applying to public and private functions as laid down.

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

### To clear and secure the building promptly and safely.

- Secure windows, shutters and doors.
- Return keys to secure cabinet.
- Responsible key holder to ensure the venue is locked securely on exit.

### Health and Safety

- Comply with all health and safety legislation for your area of work. Report any areas of concern to the shift manager.

## 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.

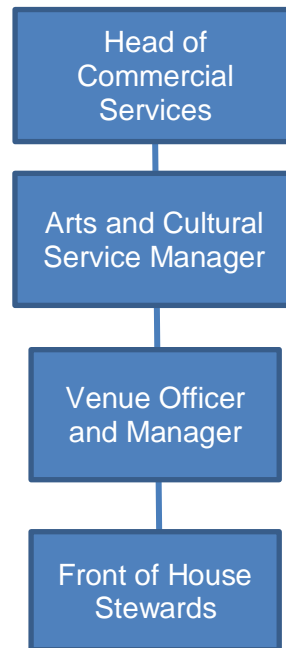
## CUSTOMERS AND CONTACTS

**INTERNAL** – ELECTED MEMBERS, COUNCIL EMPLOYEES

**EXTERNAL** – HIRERS, CUSTOMERS, SUPPLIERS, CONTRACTORS

- 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
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>			Manual Handling	<b>A/I</b>
			First Aid	<b>A/I</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Reliable and enthusiastic	<b>A/I</b>	Knowledge of Safeguarding	<b>A/I</b>
	Ability to remain calm and responsive in busy/stressful situations	<b>A/I</b>	Willingness to learn new skills	<b>A/I</b>
	Ability to prioritise tasks	<b>A/I</b>		<b>A/I</b>
	People orientated and good customer care skills	<b>A/I</b>		
<b>COMMUNICATION</b>	Able to communicate on all levels	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity.	<b>I</b>		
<b>TEAM WORKING</b>	Able to work alone and as part of a team	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Take the necessary actions to ensure the safety of the public	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Customer focused	<b>A/I</b>		
	Over 18 years of age	<b>A/I</b>		

<b>SPECIAL REQUIREMENTS</b>	Lifting and moving heavy equipment	<b>A/I</b>		
	Able to work late evenings and weekends	<b>A/I</b>		
	Manual handling	<b>A/I</b>		

#### 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			
<b>Job title:</b>	FOH	<b>Post no:</b>	FOH
<b>Service:</b>	Communities	<b>JE score:</b>	
<b>Team:</b>	Arts and Culture	<b>Pay band:</b>	FOH rates
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b>	Casual
<b>Competencies: (level 1)</b>	Communication:	<b>1</b>	
	Customer Service:	<b>1</b>	
	Team Working:	<b>1</b>	
	Managing Self and Others:	<b>1</b>	
	Can do approach/Results	<b>1</b>	
<b>REVIEWED BY:</b>	Arts and Cultural Service Manager	<b>DATE:</b>	November 2017
<b>CHECKED IN:</b>	Employee Services	<b>DATE:</b>	November 2017
<b>LAST UPDATED:</b>	November 2017	<b>DATE:</b>	November 2017