

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Events Assistant
Job Family:	General Operative (G11)
Service:	Venues/Operational Services
Location:	Bourne Hall
Reporting To:	Bourne Hall Assistant development Manager

Role Purpose:	To provide operational day to day support in all areas of Bourne Hall.
<i>Why the role exists and its contribution</i>	As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.

Main Duties and accountabilities

Service Specific	• To deliver a consistent level of excellent customer service to all users and potential users of the building. • To have a reliable knowledge of Bourne Hall and be able to communicate information to customers proactively. • To porter, set up and clear down furniture, equipment and refreshments/catering as required for meetings and events. • To set up, troubleshoot and assist hirers with AV equipment as required and report any technical issues to Line Manager. • To ensure that all areas of the building are kept clean and presentable for all users of the building, by responding to immediate cleaning needs and reporting cleaning and maintenance issues to Line Manager and facilities contractor. • To be responsible for the safety of all building users by ensuring that health and safety checks are regularly undertaken, including fire alarm testing, visual inspection of rooms and furniture, and the reporting of any issues. • To provide first aid cover and assume fire Marshall responsibility in the event of an evacuation. • To be responsible for the security of the building, including locking/unlocking the venue. • To work in all areas of the business such as the Cafe, bars, Event waiting, room set ups and meet the demands of the business of the business by using initiative to cover all of these areas.
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	• Any other reasonable task as required by the line manager. • To use the Artifax bookings system to check customer bookings and requirements. • Inform the Events Coordinator of all booking and any changes that will affect the bookings • To use all Microsoft office applications, to communicate with colleagues and to undertake any tasks as required by the needs of the business. • To use the Council's internal IT management systems such as Trent, IRIS, Service Desk. • To provide reception and telephone cover for the venue only when necessary. • To be familiar with the Councils and Venues policies to ensure a successful and smoothly operating business. • To ensure handover and building check sheets are completed daily. • To upsell events and services with a reliable knowledge of the venue and its services • To be able to maintain a fast pace of working in an adaptable environment meeting the demands of each shift, and managing time efficiently under pressure
Generic Duties	• Working under instruction individually and as part of a team, undertake manual work to contribute to the cleanliness, infrastructure and appearance of Bourne Hall • Participate in learning provided to perform role successfully and to the standards expected. • Meet designated targets within specified timeframes as set out in the agreed work schedule for that day or week. Deliver targets in line with the relevant standard operating procedures and training provided and contribute to My Performance Conversations • In addition to the agreed work schedule, proactively, respond to and resolve any issues as and when they arise. • Operate in a way that protects the health and safety of you and that of others, in accordance with the Health and Safety at Work Act 1974. This includes preparing and regularly checking the environment in which you are working to ensure it is safe for you and anyone else who may be there now or in the future • Take responsibility for raising any issues, concerns or good ideas as part of the work to ensure the line manager is able to help meet targets and the Council meet its statutory

	requirements • Work across different delivery teams as and when is required and provide a report on activity and progress to the line manger as and when requested • Help, assist and instruct temporary employees as required
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The key decision making areas in the role	
To ensure that visitors and customers are satisfied with their experience whilst in the Venue. To ensure that the Venue is presentable, clean, tidy and safe at all times for visitor use. To ensure all activity and hires and patrons are delivered efficiently. To maintain good communication channels with other members of the team and colleagues to ensure the Venue operations run smoothly. To be able to work on own initiative and prioritise when confronted with a heavy workload.	
Customers and contacts	
Public visitors to the venue, hirers, colleagues, elected members, all council departments, facilities management contractors, stakeholders, tenants and community groups.	

Dimensions of the role	
Financial	Non-financial

• None	• Emotional stress from the circumstances or behaviour or people • Health and safety of customers • Customer service • Manual handling • Time management • Flexibility for shift work and potential last-minute changes due to events
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good numeracy and literacy skills, with exams in English and Mathematics.	E	X	
IT literate, specifically Microsoft office applications and ability to learn room bookings software.	E	X	
Knowledge and Experience			
Customer services experience	E	X	X
Understanding of room set up requirements and the delivery of events.	E	X	X
Skills			
Problem solving	E	X	X
Creativity	D		X
Planning & organising	E		X
Training/development/motivational skills	E		X
Communication skills – written and oral	E	X	X
Working under pressure and to deadlines	E	X	X
Team player	E	X	X
Additional Requirements			
Manual handling of tables and chairs etc.	E	X	X
Previous experience setting up and troubleshooting AV equipment	D	X	X
Flexibility for weekend/evening working	E	X	X