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JOB PROFILE – THEATRE SERVICES OFFICER	Grade F
<p>Job Purpose</p> <ul style="list-style-type: none"> To be responsible and take a lead on the smooth and efficient running of all venue operations; and leading a FOH team. 	<p>Experience</p> <ul style="list-style-type: none"> Experience in working FOH and managing a team Experience in venue/building management Cash Handling Events experience desirable, but not essential Bar experience desirable but not essential
<p>Functional Responsibilities</p> <p>Key responsibilities include:</p> <p>Corporate Responsibilities:</p> <ul style="list-style-type: none"> To ensure all operational services are delivered to customer expectations and Council customer care standards To assist in the development and delivery of approved programmes of activity in response to customer demand. To assist in the collection of customer and financial information in line with guidance issued. To assist in the effective use of resources – physical, human and information. To be responsible for upholding and promoting high standards of customer care across all front of house services. To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations. <p>Service Responsibilities:</p> <ul style="list-style-type: none"> To ensure delivery of an effective and efficient FOH Service including ordering, receiving deliveries of relevant supplies and maintaining precise records. To be responsible for the management and development of front of house 	<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> A strong knowledge of theatre practices and FOH services An ability to lead by example, exemplifying the values of the organisation and good practice. Flexibility to work unsociable hours, incl. late nights, weekends and Bank Holidays. Strong computer skills, particularly Excel, Word, (training will be given on in-house intranet) Knowledge of local and national H&S policies Knowledge of Building Management Systems (Training will be given) Ability to prioritise a number of hires and manage/rota a number of casuals and Duty Managers Forward thinker, with the ability to time manage Team player, working with Senior Management, and casuals Ability to adapt to last minute requests and/or changes in event situation. A great communicator, ensuring all teams and departments are up to date with hires and daily operations of the venue Must demonstrate flexibility and a can do attitude, showing initiative and flair for problems, issues and challenges.

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<p>staff, recruitment and training. Maintain a rota for casual staff for each event.</p> <ul style="list-style-type: none">• To act as Duty Manager, along with 3 other line report Duty Managers, on a rota system, taking responsibility for the smooth running of FOH and overseeing bar operations, and the venue as a whole during all live shows, events, hires and bookings, and venue operating hours.• In liaison with the Facilities Manager, oversee the smooth running of the Venue's Building Management System, ensuring a clear and knowledgeable understanding of the venue and its BMS, and reporting any issues immediately to the appropriate Managers and departments.• To be responsible for cash handling, on a day to day and on an event basis.• To maintain a cash float and ensure all financial regulations for the Venue and wider Council are adhered to.• To support the delivery of the Outdoor Events and Arts development programme, acting as Duty Manager as and when required.• In liaison with the Facilities Manager, to be responsible for all health and safety aspects of the Venue, in particular front of house service; liaise with Technical Officer and Bar & Catering Officer.• To devise products and services (in consultation with the Theatre and Events Manager) as required and consult with customers to ascertain their requirements.• To upload shows and events on Spektrix, the Venue's box office system, and report on daily, weekly and seasonal ticket sales.	
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<ul style="list-style-type: none">• To prepare reports on issues related to the FOH Service, Building/Venue regulations.• To undertake Duty Management as required by the Theatre and Events Manager or nominated officer that is relevant to the aims and objectives of the Council and Service.• To recruit, manage, organise rotas and training required to ensure the service is suitably staffed.• To line manage Duty Managers to ensure the venue is staffed at all times.• To be familiar with local and national health and safety requirements and ensuring they are adhered to.• To attend production meetings/dress rehearsals ensuring that relevant show schedules and risk assessments are produced and adhered to.• To deal with customer complaints confidently, effectively and appropriately.• To complete daily show/events reports for senior management.• In conjunction with the Theatre and Events Manager compile live shows, booking, special events and hirer information. Work as part of the senior programming team to ensure a balanced programme of live shows.• Deputise in the absence of the Theatre and Events Manager.• To be the main contact on the key-holder list for emergency call outs.• Any other reasonable duties commensurate with the grade and general nature of the post.• To be pro-active in obtaining venue hire,	
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<p>specifically regular community hire.</p> <ul style="list-style-type: none">• To assist the Theatre Manager in creating and maintaining a programme of community arts events.• To be responsible for the effective running of the Venue's EPOS system, ensuring it runs smoothly and consistently across all departments within the venue.• To be responsible for auditorium set up/strike down for visiting shows and hire's in liaison with Technical and bar & catering teams. To be responsible for room set up for Claymore Lounge/Multi-Use Space for external hires, visiting and/or in-house shows.• Maintain, schedule and lead a team of FOH casual and permanent staff according to the programme in regards to venue hire.• To keep stock of admin supplies to ensure the smooth consistent running of the venue and its staff. To act as liaison with Marmion House IT for all IT Venue requirements and/or any Arts & Events external working spaces.• To devise, lead and undertake schedules on cleaning, maintenance in consultation with Marmion House, including liaising on rota's and adapting schedules to ever-changing programme according to Venue needs.• Compile and submit regular reports to Theatre Manager on cleaning, maintenance and H&S policies – timing to be agreed between parties.• Ensure all policy paperwork including H&S, safeguarding is met by visiting shows and hirers.• In liaison with TIS Head of Service, maintain the Box Office service in terms of maintenance and hours and lead on	
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<p>development and growth from the Venue's viewpoint and need in consultation with Theatre Manager.</p> <ul style="list-style-type: none"> • To attend regular Arts & events Team Meetings; regular Officer Meetings, alongside Technical and Bar & catering. To hold and chair regular Operational and FOH Meetings and report back to Theatre Manager. • To act as point of contact for TIS Service/Box Office within the Venue in terms of the Box Office Service. • In liaison with the Facilities Manager & Technical Officer, help plan and roll out an annual 2 week shut down period for venue maintenance and repair on all operational requirements, and any update on personnel training required. • To keep abreast of national and industry trends and policies and attend events as necessary. 	
<p>Strategy/Policy Development</p> <ul style="list-style-type: none"> • 	<p>Attributes</p> <ul style="list-style-type: none"> • High degree of integrity • Ability to multi-task amongst events and teams • Initiative driven
<p>Other:</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	

<p>JOB PROFILE – DUTY MANAGER</p>	<p>Grade E</p>
<p>Job Purpose</p> <ul style="list-style-type: none"> • To act as Duty Manager to assist the Theatre Services Officer in ensuring the smooth and efficient running of all front of house operations (including bar and catering services). To support as and when required the operation of other Council events such as Outdoor Events or Arts development events. 	<p>Experience</p> <ul style="list-style-type: none"> • In a front facing, service role • Leading and managing teams • Customer service • Cash handling
<p>Functional Responsibilities</p> <p>Key responsibilities include:</p>	<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • An ability to lead by example,

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<p>Corporate Responsibilities:</p> <ul style="list-style-type: none">• To ensure all operational services are delivered to customer expectations and Council customer care standards• To assist in the development and delivery of approved programmes of activity in response to customer demand.• To assist in the collection of customer and financial information in line with guidance issued.• To assist in the effective use of resources – physical, human and information.• To be responsible for upholding and promoting high standards of customer care across all front of house services.• To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations. <p>Service Responsibilities:</p> <ul style="list-style-type: none">• To act as Duty Manager on a rota system, taking responsibility for the smooth running of FOH and overseeing bar operations, and the venue as a whole during all live shows, events, hires and bookings, and venue operating hours.• To ensure delivery of an effective and efficient FOH Service, liaising with Box Officer, technical and Catering.• To manage a team of FOH staff.• Duty Manage the venue on an allocated rota system, ensuring all policies, H&S and guidelines are adhered to.• In conjunction with the Catering Officer ensure the presentation and sale of food and drinks is in accordance with service standards	<p>exemplifying the values of the organisation and good practice.</p> <ul style="list-style-type: none">• Flexibility to work unsociable hours, incl. late nights, weekends and Bank Holidays.• Adaptability in an ever changing environment• People skills, with the ability to interact with all age groups• Computer literate• Be able to demonstrate use of initiative and forward thinking in past roles.
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<ul style="list-style-type: none">• To support on the Box Office and other front of house duties• To be responsible for auditorium set up/strike down for visiting shows and hire's in liaison with Technical and bar & catering teams. To be responsible for room set up for Claymore Lounge/Multi-Use Space for external hires, visiting and/or in-house shows.• To attend regular Arts & events Team Meetings.• Ensure all policy paperwork including H&S, safeguarding is met by visiting shows and hirers.• To ensure compliance with all relevant Health & Safety, food hygiene, COSHH, Entertainment licence and licensed premises regulations.• To provide stewarding services, ensuring customers are in a safe and hazard free environment.• To assist with all relevant administration relating to the Bar & Catering, and front of house duties including operating tills, cashing up and accounting for all income, in accordance with the Council's policies and procedures.• To be responsible for cash handling, on a day to day and on an event basis.• To undertake such other relevant duties as may be determined by Arts and Events Operational Officer.• To support the delivery of the Outdoor Events and Arts development programme, acting as Duty Manager as and when required.• To deal with customer complaints confidently, effectively and appropriately.• To complete daily show/events reports for senior management.	
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<ul style="list-style-type: none"> To undertake all duties in line with the Council's Health & Safety and Equal Opportunities Policies. Any other reasonable duties commensurate with the grade and general nature of the post. 	
Strategy/Policy Development <ul style="list-style-type: none"> 	Attributes <ul style="list-style-type: none">
Other: <ul style="list-style-type: none"> Any other reasonable duties commensurate with the grade and general nature of the post. 	

JOB PROFILE – Catering Officer	Grade F 37 hours per week, based on a 5-day rota including weekends and evenings subject to theatre programming & events
Job Purpose <ul style="list-style-type: none"> The Catering Officer is expected to lead, motivate and supervise the catering team and have full responsibility for food ordering, storage, preparation, production, cooking and service to the Claymore Café Lounge, theatre hospitality and one-off outside events You will be expected to play a major part in developing menu offers that complement the theatre programme of events You must be energetic and enthusiastic with a real passion for cooking and customer service 	Experience <ul style="list-style-type: none"> Demonstrate two years' experience of working in a similar role within the service industry at a comparable level in a company Proven experience of managing client and/or customer relationship Proven experience in catering sector, including stock management, cash control and customer service Proven record of success with a flair for scratch cooking Background within venue & events catering Minimum 5 years' experience working as a chef
Functional Responsibilities Key responsibilities include: General Kitchen & Staff Management <ol style="list-style-type: none"> Ensure the efficient and smooth running of the kitchen. Promote and maintain good working relationships throughout the catering team. Manage the day-to-day activities of the Catering staff with particular attention to the allocation of their duties and specific tasks. Work with the Theatre, Artistic and Events Manager to recruit, train and develop 	Knowledge, Skills and Abilities <ul style="list-style-type: none"> Good numerical and communication skills, must be able to demonstrate effective verbal and written communication Management knowledge of health & safety and food safety CIEH level 3 qualification or equivalent Able to work on own initiative within a team environment Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook) Desirable <ul style="list-style-type: none"> One of the following qualifications or equivalent:- BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3

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<p>staff to achieve high standards of quality food production by teaching new skills, emphasising the importance of presentation, developing new dishes and garnishes.</p> <ol style="list-style-type: none">5. Carry out, monitor and ensure effective recording of staff training.6. Undertake a mentoring and coaching role to support the development of all members of the catering team.7. Undertake induction training for all new staff in the department.8. Monitor performance within the department and participate in annual appraisal process in liaison with the Theatre, Artistic and Events Manager.9. Undertake training as agreed to enhance and improve personal skills and knowledge. <p>Food Purchasing & Cost Control</p> <ol style="list-style-type: none">10. Manage and control daily food costs to ensure that food production is achieved within budgetary limits on the production of all dishes. Work with the Theatre Manager to ensure that the agreed budget for the department is adhered to.11. Responsible for the appointment of food suppliers and purchase all food and kitchen supplies on a day-to-day basis.12. Ensure that details of all orders are recorded according to set procedures.13. Ensure that stock levels are kept at agreed levels so that groceries are fresh and frozen products are used quickly and rotated in a systematic way14. Check deliveries on receipt ensuring that faulty items are returned, ensuring that the relevant paperwork is received and processed. Issues items to kitchen team as required.15. Ensure that an effective stock rotation procedure is adhered to at all times carry out the monthly food stocktake and resolve any discrepancies. <p>Quality Control</p> <ol style="list-style-type: none">16. Demonstrate and maintain high standards of cooking to meet and exceed customer and client's expectations.17. Ensure that high levels of customer service are always maintained.	<ul style="list-style-type: none">• IOSH qualification or equivalent• Proven track record of leading, managing and developing a team• Experience of working in a creative environment
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Menu Planning & Food Production

18. Produce and present food in conjunction with the kitchen team, keeping abreast of current trends.
19. Devise and plan menus for all customers considering the varied requirements of the organisation, including special diets.
20. Cost all menus and special events requirements using the most up to date ingredient costs and according to agreed formula.
21. Manage the production and planning of dishes in accordance with agreed procedures based on an analysis of customer numbers.
22. Ensure that the duties allocated to team members are rotated to enable staff to become competent in all sections of the kitchen.
23. Take action to minimise wastage at all stages of food production implementing controls, keeping records and making reports as required.
24. Take responsibility for the management and supervision of the wash up area and the staff duties required to operate this area.
25. Instil into the kitchen a culture of essential hygiene practices connected with storage, cooking and storage of food; the importance of clean, tidy and hygienic working practice such as use of knives, chopping boards, table surfaces etc. Lead by example in observing the rules concerning personal hygiene and appearance.

Health & Safety

26. Monitor all activities in line with the Hazard Analysis Critical Control Point Approach.
27. Assist in the annual review of COSHH and hazard risk assessments.
28. Ensure compliance with all food hygiene regulations are adhered to within the kitchen environment in accordance with Health & Safety regulations.
29. To participate in the HACCP procedure according to the Company's Food Safety Management document.

General

30. Any other reasonable duties as requested by the Theatre Artistic and Events Manager.
31. To maintain a professional appearance while at work.

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<p>32. To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations.</p>	
<p>Strategy/Policy Development</p>	<p>Attributes</p> <ul style="list-style-type: none"> • Must demonstrate flexible “can do attitude” • Ability to solve problems • May be required to work unsociable hours in line with business requirements • Flexibility on work schedule will be required at times
<p>Other:</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	

<p>JOB PROFILE – Food Service Assistant</p>	<p>Grade C</p> <ul style="list-style-type: none"> • Reporting to Chef Manager • 5 days working on rostered basis, may include evenings and weekends
<p>Job Purpose</p> <ul style="list-style-type: none"> • This is a flexible role; you may be required to work in the kitchen or as counter assistant in our café and hospitality event delivery team. • As a member of the Catering Team, contribute to the provision of a quality food preparation & service to meet standards in line with agreed procedures and provide a warm welcome to visitors, so that the reputation of the Assemble Rooms catering function is maintained and enhanced. 	<p>Experience</p> <p>Essential</p> <ul style="list-style-type: none"> • Excellent customer service skills • Has worked as part of a team • Has cash handling experience • Has worked in an operational role <p>Desirable</p> <ul style="list-style-type: none"> • Has previous catering experience
<p>Functional Responsibilities</p> <p>Key responsibilities include:</p> <ol style="list-style-type: none"> 1. Food Preparation & Kitchen Operations <ul style="list-style-type: none"> • Undertake all tasks as trained and directed so that high standards of food hygiene and health and safety are met. • Produce and prepare food to comply with the menu in accordance with the food hygiene standards identified within 	<p>Knowledge, Skills and Abilities</p> <p>Essential</p> <ul style="list-style-type: none"> • Good verbal communication skills • Smart personal presentation • Numerate • Good organiser • Self-motivated • Willingness to learn

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<p>our Food Hygiene Policy. This will include all hot and cold food, drinks for the Counter plus any hospitality catering as required.</p> <ul style="list-style-type: none">• Assist in preparing food for functions and events.• Check food deliveries as required.• Ensure all stock is stored appropriately and used in rotation.• Assist with stock taking as required & prepare 'shopping lists' as necessary.• General kitchen cleaning to follow cleaning schedule.• Washing up, manually and by machine. <p>2. Counter Service & Hospitality Rooms</p> <ul style="list-style-type: none">• Ensure the Counter & any Hospitality Rooms in use are presented to high standards so that customers enjoy a comfortable and welcoming environment.• All areas are clean and tidy• All food products are attractively displayed• All products correctly priced• Point of sale correctly presented and positioned <p>3. Customer Care</p> <ul style="list-style-type: none">• Provide high standards of customer care, so that our reputation is enhanced, and sales targets achieved.• Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met, and complaints kept to a minimum• Participate in staff training <p>4. Financial Controls</p> <ul style="list-style-type: none">• Follow cash handling procedures accurately and as instructed• Assist with stock taking as required• Help the management team achieve sales targets <p>5. Food Hygiene & Health & Safety</p> <ul style="list-style-type: none">• Ensure that all rubbish bins are emptied, and all kitchen rubbish is disposed of or recycled correctly in the appropriate bins.	<p>Desirable</p> <ul style="list-style-type: none">• Good written communication skills
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<ul style="list-style-type: none"> • Report all accidents to the Supervisor. • Report any unsafe practices or broken machinery/equipment to the Supervisor, so that remedial action can be taken immediately • Use all equipment as trained observing all safe practices, so that accidents are avoided • Follow COSHH procedures • Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy. <p>6. Personal Hygiene & Appearance</p> <ul style="list-style-type: none"> • Observe good personal hygiene at all times, as detailed within our Food Hygiene Policy, and be of well-groomed appearance always. • Wear enclosed non slip clean black shoes, minimal make-up and jewellery, & clean clothing as per current dress-code. • Use the lockers and pegs provided for outer clothing and personal items. • Long hair to be tied back or worn up. • Report any illness or symptoms of food poisoning or food-borne disease immediately to the Supervisor to safeguard the health of others. • Ensure any cuts / broken skin are covered with blue, waterproof dressings. 	
<p>Strategy/Policy Development</p> <ul style="list-style-type: none"> • 	<p>Attributes</p> <ul style="list-style-type: none"> • Outgoing, friendly personality • Team Player
<p>Other:</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	
<p>JOB PROFILE – EVENT TECHNICIAN</p>	<p>Grade E</p>
<p>Job Purpose</p> <ul style="list-style-type: none"> • To act as a multi-disciplinary event technician with a lighting bias for events at the Assembly Rooms and other venues including Outdoor Events. 	<p>Experience</p> <ul style="list-style-type: none"> • A proven and thorough knowledge and experience of all aspects of technical production including lighting, sound and stage within the theatre or wider events industry.
<p>Functional Responsibilities</p>	<p>Knowledge, Skills and Abilities</p>

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<p>Key responsibilities include:</p> <p>Corporate Responsibilities:</p> <ul style="list-style-type: none">• To ensure services are delivered to customers and partners demands ensuring standards on customer care are in line with Council expectations.• To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations.• To collect customer and financial information in line with guidance issued.• To ensure the effective use of resources – physical, human and information. <p>Service Responsibilities:</p> <ul style="list-style-type: none">• To act as a multi-disciplinary events technician with a lighting bias and provide technical support for shows and events across all Tamworth Arts & Events venues and outdoor spaces.• To assist the Technical Officer and wider team in delivering excellence in all areas technical provision. Innovating and collaborating to provide excellent technical solutions.• To support the Theatre and Events Manager, Technical Officer and Theatre Services Officer in implementing the business plan and to contribute to the Corporate Objectives, and key priorities.• To develop a team approach to the provision of technical support, duty management and Front of House/Back of House services.• To ensure high standards of health and safety for staff and public including	<ul style="list-style-type: none">• A proven track record of operating lighting and other technical equipment to a high standard.• Ability to adapt lighting designs to a given performance space.• An ability to communicate clearly and effectively.• Knowledge of relevant H&S codes of practice and legislation associated with the industry.• Self-motivation and willingness to work within a team-based environment.• Ability to interpret technical specifications and drawings.• The post holder should be physically fit and capable of meeting the requirements of a physically demanding job with a high proportion of manual handling and practical work.• A willingness to accept delegated responsibility and to both give and follow instruction where appropriate.• Ability to work as duty technician independently and be driven to take responsibility for successful events, finding effective solutions to practical problems.• An ability to lead by example, exemplifying the values of the organisation and good practice.• Flexibility to work unsociable hours, incl. late nights, weekends and Bank Holidays.
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<p>carrying out risk assessment, implementing control measures and ensuring the safe use of any technical equipment.</p> <ul style="list-style-type: none">• To operate lighting, AV, and sound equipment for performance events.• To co-ordinate the care and maintenance of equipment including organising necessary servicing, repair, maintenance and replacement schedules.• Organise and oversee the rigging and setting of technical equipment in advance of events and during get-in/fit-up.• To stage manage events as required.• To specify order new technical equipment within budget limits.• To prepare in advance technical requirements for visiting artists and companies.• To meet with show producers in advance of their event providing technical knowledge and support.• To drive hire vehicles as required for transportation of technical equipment.• Loading and unloading of vehicles as required.• To ensure high standards of housekeeping are maintained in all working areas on and around the stage.• As a duty technician to supervise and direct casual technical staff as appropriate for each event.• Maintain industry links and keep in touch with new products, equipment and techniques to ensure high quality technical delivery.	
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<ul style="list-style-type: none"> To undertake all duties in accordance with legal and statutory provisions, and Council policy and procedures. To undertake other duties from time to time as may be required by the Theatre and Events Manager and the Front of House Officer. To undertake duty management and caretaking duties as required including assisting with room set-up, building security, locking and unlocking of venues. 	
Strategy/Policy Development <ul style="list-style-type: none"> 	Attributes <ul style="list-style-type: none">
Other: <ul style="list-style-type: none"> Any other reasonable duties commensurate with the grade and general nature of the post. 	

JOB PROFILE – ARTS & EVENTS COORDINATOR	Grade E
Job Purpose <ul style="list-style-type: none"> To support the Arts and Events team in delivering the business plan. Contributing to the Councils Corporate Objectives and the Sustainable Communities Strategy and LAA To work collaboratively with stakeholders and customers to support the Councils outdoor events programme and arts development programme. To support the development and delivery of workshops/events/projects that support arts and community development. 	Experience <ul style="list-style-type: none"> Previous event experience is desirable however eagerness to learn and an adaptable nature will put you in good standing.
Functional Responsibilities Key responsibilities include: <ul style="list-style-type: none"> To ensure services are delivered to customer demand and expectations and comply with Council standards on customer care. To collect customer and financial information in line with guidance issued. To ensure effective use of resources – 	Knowledge, Skills and Abilities <ul style="list-style-type: none"> Applicants will need to be able to demonstrate excellent customer service skills and be comfortable working in a busy, fast paced customer facing role.

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<p>physical, human and information.</p> <ul style="list-style-type: none">• To undertake all corporate requirements on health and safety, equal opportunities, data protection, risk management and financial regulations.• To support the Arts and Events team in developing and delivering a programme of arts development and outdoor events.• To support the management and delivery of events across the organisations assets including Tamworth Castle Grounds and Tamworth Assembly Rooms.• To support initiatives designed to deliver against corporate objectives and local outcomes contributing to the Corporate Priorities, SCS and LAA.• In liaison with relevant agencies look to plan and promote Arts/Cultural events locally, encouraging a training and development network. Empowering the community and building the capacity of groups to deliver more arts/cultural activities.• To contribute to the organisation's understanding of diversity and its implication for the arts and events by promoting an inclusive approach to our services.• To support the collection of customer and partner data that can be used to evaluate and inform services• To contribute to the development of plans and programmes• To develop opportunities for sponsorship, income generation and grant funding.• To undertake risk assessments and other planning activities to ensure the smooth running of events and activities.• To support the Operations Officer with venue operations.	
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<ul style="list-style-type: none"> • To act as a Duty Manager for events and activities as required. • To support and advise hirers/users wishing to use TBC venues or run an event. • To act as a point of contact for the Police, Fire and Rescue Service and Licensing Authority in respect of major events. • To liaise with other Council services as necessary to ensure the delivery of safe, high quality outdoor events. • To support the marketing and publicity of events and activities • Any other reasonable duties commensurate with the grade and general nature of the post. 	
<p>Strategy/Policy Development</p> <ul style="list-style-type: none"> • 	<p>Attributes</p> <ul style="list-style-type: none"> • You will need to be a key team player, be comfortable making decisions and have previous team management experience.
<p>Other:</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	

<p>JOB PROFILE HERITAGE AND LEISURE FACILITIES OFFICER</p>	<p>Grade F</p>
<p>Job Purpose</p> <ul style="list-style-type: none"> • Reporting to the Head of Programmes & Facilities but working in close contact with a number of Building Managers to oversee the general facilities management of the Castle, Assembly Rooms, Activity Centre and Town Hall • Ensuring that the Council remain legally compliant in regards to building related matters. • Operational oversight of building cleansing at the Castle, Assembly Rooms, Activity Centre and Town Hall. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of premise management and maintenance, preferably within a heritage or leisure context. • Broad expertise including building repairs and statutory & regulatory compliance • Experience of contract management and performance management • Experience of working with external building contractors.
<p>Functional Responsibilities</p> <ul style="list-style-type: none"> • Supervision of <ul style="list-style-type: none"> ○ Site based cleaning staff ○ External Contractors • Day to day management of building repairs including diagnosis and deployment of contractors. • Development and implementation of a 	<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Appropriate technical qualification in construction • Excellent organisational and interpersonal skills • Excellent attention to detail • Ability to work on own initiative • Outline knowledge of legislation relating to buildings • Outline knowledge of legislation relating to statutory compliance

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<p>planned maintenance programme.</p> <ul style="list-style-type: none"> • Oversight of compliance related matters at a site basis <ul style="list-style-type: none"> ○ Fire Risk Assessments ○ Building Related H&S Assessments ○ Disabled Access Assessments • Oversight of larger capital projects with the support of Building Managers and the Assets Team. • Oversight of building cleansing functions in conjunction with the cleaning team. • Undertake all corporate requirements on health & safety in relation to the Castle, Assembly Rooms, Activity Centre and Town Hall. • Represent the council events as required • Identify and manage wider service based risks and make use of corporate performance and risk management systems. 	<p>(Gas/Electric/Asbestos/Legionella/H&S/CDM)</p> <ul style="list-style-type: none"> • Able to analyse data, solve problems and apply creative solutions, new concepts and untried ideas. • Knowledge of premises management ideally in the context of heritage and leisure premises • Full driving licence – this post attracts an Essential Car User Allowance
<p>Strategy/Policy Development</p> <ul style="list-style-type: none"> • Support in the production of planned maintenance schedules for the identified premises. • Support in the development of building risk registers for the identified premises. 	<p>Attributes</p> <ul style="list-style-type: none"> • Personal credibility with a high degree of integrity • Resilient and resourceful in the face of conflict and uncertainty • Commands the confidence of members, staff and partners
<p>Other</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	

<p>JOB PROFILE Assets &Neighbourhood Cleaner</p>	<p>Grade A</p>
<p>Job Purpose</p> <ul style="list-style-type: none"> • Reporting to the Assets and Leasehold Manager:- • To undertake duties with sufficient flexibility in working hours and patterns in order to ensure the highest levels of cleaning service and management. • Work in accordance with T.B.C policy and procedures giving particular regard to a) Control of substances hazardous to health b) Personal protection equipment and manual handling • Working closely with the Councils assets managers to ensure operational service delivery. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of building constructive relationships and delivering a wide range of cleaning activities • Experience of working as a dispersed team and ability to deploy own resources effectively in a variety of locations • Experience of COSHH and general Health and Safety awareness • Experience of dealing with the public • Experience of working to standards that are compliant with policies and legislation

APPENDIX 2

<p>Functional Responsibilities</p> <ul style="list-style-type: none"> • To Ensure the Councils public and Neighbourhood buildings are cleaned and maintained to the required standard and repairs are reported efficiently • To ensure that all buildings have adequate stocks of materials and equipment to ensure the cleaning is done to the required standard. • To ensure that all buildings have adequate stocks of consumable products such as hand gels/soaps and hand towels etc • To clean toilet areas and be able to deal with a number of difficult clean up scenarios including bodily fluids and excrement effectively. • To ensure compliance with the Caretaking and Cleaning service standards, To contribute to future service reviews and other service improvement initiatives • To take appropriate responsibility to ensure safe working practices and a conducive working environment at all times. 	<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Must be able to undertake a range of manual cleaning activities • Excellent organisational skills and ability to understand rotas and cleaning specifications and other recognised documents such as COSHH data sheets and Health and Safety instructions. • Excellent attention to detail of cleaning areas of cross contamination • Ability to work under pressure and meet challenging demands • Experience of successfully delivering performance whilst working as part of a team and motivating others • Knowledge of Health & Safety issues (General) and control of Substances Hazardous to Health (COSHH) would be desirable. • Full UK driving licence is desirable.
<p>Other</p> <ul style="list-style-type: none"> • Any other reasonable duties commensurate with the grade and general nature of the post. 	<p>Attributes Personal Circumstances</p> <ul style="list-style-type: none"> • Commitment to continuing personal development through pursuit of relevant training • Personal credibility with a high degree of integrity • Must be self-motivated and able to use own initiative • Occasional weekend working is required. • Must be flexible and able to work in different locations across the borough and deliver cleaning service to different types of buildings.