

Job Title: Front of House Officer (Sessional)	Service Area: Resources	
Directorate: Resident Engagement and Participation	Post Number: FROM TRENT	Evaluation Number: 655
Grade: Sc6	Date last updated:	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To manage the operation and smooth running of all bookings at Old Town Hall Stratford & East Ham Town Hall including events, shows and functions whilst on duty.

To act as the Manager on Duty in all aspects of the Town Hall operation of the building and customer relations.

The post holder reports to Community Assets Coordinator.

1. The post holder has no direct line management responsibility. However, they do have supervisory responsibility for staff on duty whilst they are managing the event/function.
2. The post holder has no budget responsibility.
3. The post holder will be required to work evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

4. The post holder will be required to wear a uniform and to ensure that all staff adhere to this dress code.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To manage the effective operation and running of functions and events at the Town Hall, with particular reference to the following:-
 - a) The supervision and co-ordination of Porters, including the approval of relevant parts of their timesheets.
 - b) Liaison with, and supervision of, contract security, catering, portering and cleaning staff.
 - c) Ensure delivery of clients' "on the day" needs relating to the hire of the facility, including technical requirements, catering, additional security, layout of rooms etc., and taking any reasonable action as necessary.
 - d) Deal with enquiries, comments and complaints sympathetically and effectively, in line with relevant procedures.
 - e) Ensure compliance with health and safety regulations relevant to the facility, and to carry out checks in accordance with FOH/Operations procedures.
2. To ensure familiarity with systems, procedures and regulations essential to the operation of Town Hall.
3. Act as representative of the Licensee in respect of the Public Entertainment and Liquor Licences.
4. To ensure that all procedures necessary to the smooth operation of the Town Hall are carried out with strict adherence to the clients booking and Hall Lettings booking terms and conditions.
5. Responsibility, during lettings for the security of the public, to include the safe evacuation of the premises in the event of fire and, if necessary, the summoning of assistance from security, police or fire brigade.
6. To ensure the provision of Porters appropriate to the safety requirements for evacuation in emergency and to fully brief staff and client's stewards on duties and safety issues before the event commences.

7. Responsibility for the setting up and if required, operation of IT and audio visual equipment to customer requirements.
8. To undertake the delivery of the collection and collation of information in respect of occupancy and customer satisfaction and ensure the maintenance of respective data files.
9. To promote and market the Town Hall via leaflet distribution, telephone, email and visitor interaction.
10. To assist in the administration of the Town Hall bookings as directed by the Town Hall Booking Team.
11. To ensure that all applicable staff are fully informed regarding the sessions activities and all communication channels are maintained and utilised.
12. To be responsible for the security of the facility while on duty, including locking and unlocking the building, attending to alarm systems as required.
13. To hold a set of keys to lock and unlock building, to take responsibility for those keys, and to adhere to the procedure(s) on use and security of all keys.
14. To attend planning, briefing and evaluation meetings and undertake such training as is required and be prepared to utilise such training.

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: A good knowledge of Health and Safety relating to events and public buildings and evacuation procedures A demonstrable understanding of conference, hospitality or a customer	Application Form/Interview Application Form/Interview

focused industry	
EXPERIENCE: Experience of customer service Experience of hospitality and/or event management and supervision Experience of reception, FOH or similar	Application Form/Interview Application Form/Interview Application Form/Interview
SKILLS AND ABILITIES: Ability to delegate, liaise and communicate effectively with team members and management Ability to manage a team, event or function effectively Excellent IT skills including use of MSOffice programme. Sound numeracy and literacy skills, and ability to understand data. High level of customer service skills, and ability to interact with a wide range of clients. Excellent time management skills	Application Form/Interview Application Form/Interview Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: Ability to work flexibly in tasks, hours and areas of work Ability to work unsocial hours including weekends, public holidays, evenings, early mornings and late nights. Ability to respond to customers professionally and with patience and	Application Form/Interview Application Form/Interview Interview

<p>understanding.</p> <p>Ability to delegate work and lead by example and work as the central part of a team and with initiative</p>	<p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>None specific</p>	