



Craven District Council

Cultural Services – Skipton Town Hall

Job Description

Post:	Casual Team Member
Pay Scale:	Scale 1A
Responsible to:	Events & Operations Lead Visitor & Events Coordinators

Job Purpose

To provide casual front of house for:

- Visitor Services
- Events – including bar work, stewarding, box office and assisting at children's and adults' workshops/activities
- Craven Museum

This will include evening and weekend working with occasional unsociable hours as well as covering sickness absence and annual leave when necessary.

Duties and Responsibilities

Visitor Services/Craven Museum

- Welcoming visitors
- Providing general Tourist Information and venue/event-specific information
- Till operation/cash handling – processing retail sales & box office transactions
- Stock replenishment
- Cleaning/tidying/presentation standards in retail and Museum/Gallery areas

General events

- Helping to set up for events – seating & table set up, bar, box office.
- Helping to ensure that conveniences are clean and adequately stocked with soap, paper towels, toilet rolls etc.
- Making sure that all public areas are clean, tidy, free from obstruction and well presented.
- Participate in checking all areas for security hazards including persons acting in a suspicious manner, or persons accessing the buildings without authority.
- Assist with making sure relevant signage is in place for events within the building.

- Operating box office – processing transactions or taking tickets
- General stewarding/showing people to seats and providing general assistance throughout events, can include tea/coffee service etc.

Bar

- Setting up, serving and closing the pre/post-event and interval bar
- Till operation/cash handling
- Stock check/movement

Workshops

- Setting up and facilitating delivery of activities for children's and adult's workshops
- Clearing away and returning Concert Hall/Museum/Gallery/Event space to presentable standard after events
- Replenishing stock for activities where appropriate

The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Casual Team Member

Experience	Essential	Desirable	Verified by
Maintaining safe and clean premises/environment for public visitors	E		Application Form /Interview
Following routine procedures and instructions	E		Application Form /Interview
Following systems and procedures, and reporting incidents to managers where appropriate	E		Application Form /Interview
Experience of dealing with the public and demonstrating a high level of customer care	E		Application Form /Interview
Cash handling – processing transactions and recording sales	E		Application Form /Interview
Experience working in a retail, bar and/or events environment		D	Application Form /Interview
Knowledge	Essential	Desirable	Verified by
Knowledge of safe working practices and ability to follow instructions to maintain safe working environment and follow instructions and procedures in accordance with the appropriate Health and Safety policies and procedures.	E		Application Form /Interview
Qualifications and Training	Essential	Desirable	Verified by
Capable of meeting the minimum Health and Safety training standards, or willingness to undertake relevant training	E		Application Form /Interview
GCSE C (4) or above (or equivalent) in Maths & English		D	Application Form

Skills and Abilities	Essential	Desirable	Verified by
Ability to deliver excellent customer service whilst working under time constraints in a busy environment	E		Application Form /Interview
Ability to undertake general event set up – movement of furniture and equipment etc. Some heavy lifting required occasionally	E		Application Form /Interview
Ability to challenge visitors in un-authorised areas, liaise with staff, visitors of the building, respond positively and quickly to requests and complaints	E		Application Form /Interview
Ability to rectify minor maintenance and cleaning issues promptly and without direction	E		Application Form /Interview
Good communication skills – both written and oral in order to liaise with colleagues or the public and report any matters to the Line Manager as required	E		Application Form /Interview
Ability to understand and apply the principles of equal opportunities in the workplace and in relation to the provision of facilities services	E		Application Form /Interview
Ability to work as an effective member of a team, supporting colleagues as necessary and contributing to the achievement of the team's objectives	E		Application Form /Interview
Ability to work on own initiative, without constant direction	E		Application Form /Interview
Flexible approach and ability to work evening and weekends	E		Application Form /Interview
Willingness and enthusiasm to undertake further training leading to continuing personal development	E		Application Form /Interview
Willingness to undertake First Aid training as required	E		Application Form /Interview