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|  | **POST TITLE:** | Hospitality Assistant |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 2  Job Evaluation Ref No: N9329 |
|  | **LOCATION:** | Your normal place of work will be the Gala/Empire Theatre However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** The council’s flexible working policy is not applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

**Accountable to:** Reports to Operations Officer and/or Duty Officer.

**Work alongside:** Other Hospitality Assistants, Box Office Assistants, and Culture Assistants.

**Work with:** Across all Council Service Groupings.

**Responsive to:** Customers, community groups, residents, statutory and non-statutory organisations and funding partners.

1. **DESCRIPTION OF ROLE:**

To deal efficiently and effectively with visitors to Gala/Empire Theatre and ensure that their needs are met.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

8.1 To deal efficiently and effectively with visitors to Gala/Empire Theatre and ensure that their needs are met.

8.2 To take tickets and guide customers into the theatre.

8.3 Undertake the sale of programmes, merchandise, confectionary and bar sales as required, which involves cash handling.

8.4 To have a full and complete understanding of Gala/Empire Theatre, and all its events and activities

8.5 To promote the Gala/Empire Theatre range of services, which are available within the complex to customers.

8.6 To deal promptly, efficiently and effectively with any customer complaints.

8.7 To assist in customer emergency evacuations as instructed.

8.8 To check daily and weekly cleaning duties are carried out to the required standard.

8.9 To continually look for ways to improve the service and maximise income for the venue.

8.10 To comply with and fully understand the laws and regulations regarding health and safety, fire training and evacuation procedures.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Hospitality Assistant**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * NVQ Level 2 or equivalent | * Basic Food Hygiene Certificate * Willingness to achieve Basic Food Hygiene Certificate | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience in bar work and/or catering * Experience in working in a customer service environment * Experience of cash handling | * Experience in using ICT | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | * Effective communication and interpersonal skills * Highly organised * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | * An interest in theatre and the arts | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * May be required to work outside of normal office hours. * Ability to work as part of a team * Ability to use initiative * Flexible approach |  | Application form  Selection Process  Pre-employment checks |