

YATE TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE: VENUE ASSISTANT

GRADE: H13

REPORTS TO: YOUTH OFFICER

TEAM: COMMUNITY PROJECTS - ARMADILLO

1. JOB PURPOSE

To welcome customers to the venue and ensure the safety and smooth running of the Armadillo Venue. To set up and clear down the venue for youth sessions, events, parties, events and other bookings.

2. MAIN DUTIES

- To provide a customer service which is professional, friendly and inviting to all users of the venue.
- Light kitchen/café duties.
- Under the guidance of the Youth Officer or Youth Coordinator there may be occasions where there is a need explain to customers why entry into the venue may not be permitted i.e. inappropriate behaviour. To handle non-compliant/inappropriate behaviour issues in an appropriate manner, in accordance to the Armadillo Behaviour Policy.
- Prepare the venue for use, including clearing away. This may include staging, AV equipment, seating, lighting and other equipment.
- Carry out tasks as allocated by the Youth Officer, Venues Operations Officer or Youth Coordinator.
- Help customers to use equipment within the venue.
- Contribute to new ideas or events when opportunities arise.
- Provide feedback to Youth Officer, Venues Operations Officer or Youth Coordinator i.e. running of the venue (as it arises) or programme of events, any comments or issues raised by customers.

- For certain events i.e. parties, there will be lone working, however, this is supported through relevant local procedures on lone working.
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3. DIMENSIONS

The venue has extended opening hours and could be used by up to 200 young people per open session.

The venue also supports community events and party bookings.

The post holder has no budgetary responsibility.

The post holder has no staffing supervisory responsibility.

4. JOB CONTEXT

The Armadillo provides a place for young people to go and is open after school, in the evening and at weekends all year round. The venue consists of a café, space for entertainment, music and a cinema. It has its own semi-commercial ethos where young people are treated as customers and not clients.

The Venue further provides planned community events and is available for external corporate/community bookings and children's parties.

The Venue Assistant will be responsible for ensuring that all behaviour standards are adhered to by customers and that the venue runs smoothly under the direction of the Youth Officer or Youth Coordinator.

5. SUPERVISION AND WORK PLANNING

The post holder will be line managed by the Youth Officer. Either the Youth Officer or Youth Coordinator will be in charge and supervise open sessions.

The Youth Officer or Youth Coordinator will oversee and allocate work, check and monitor standards, provide advice and direction relating to tasks and running of events to Venue Assistants. The Venue Operations Officer will also assist in managing Venue Assistants.

6. PROBLEMS AND DECISIONS

Under the supervision and guidance of the Youth Officer or Youth Coordinator, the post holder will ensure that all customers behave within the set guidelines and that everyone using the venue is safe.

The post holder must refer queries and feedback promptly to the Youth Officer, Venues Operations Officer or Youth Coordinator, especially in respect of where there

may potentially be a safeguarding issue. The post holder will not be expected to resolve problems on their own.

Local policies and procedures support all aspects of work, including lone working for which special arrangements are in place.

7. CONTACTS

Youth Officer, Youth Coordinator, Venues Operations Officer – for support and guidance.

Venue Assistants and Apprentices – as colleagues and to help them when necessary.

Young People and venue users – as customers.

8. KNOWLEDGE, EXPERIENCE AND TRAINING

Essential

- Some experience of communicating effectively with customers with varying backgrounds and needs.
- Good communication skills and empathy to work with young people.
- Able to maintain confidentiality but able to recognise when to refer issues to a supervisor' eg potential safeguarding concern.
- The role requires the ability to work flexibly across 7 days of the week, working hours will be set in line with venue and customer need, working hours will be set using a rota system.
- Basic Food Hygiene Certificate or a willingness to undertake such training.

Desirable

- Paid or voluntary experience of working with young people/community.
- A basic working knowledge of health & safety legislation.
- Some experience of working in a similar setting or in the hospitality industry.

9. PHYSICAL EFFORT AND/OR STRAIN

The post holder may be required to lift and move furniture and equipment.

10. WORKING ENVIRONMENT

Indoor environment at the Armadillo, which may sometimes be noisy due to music.

Management of indoor facilities and outdoor areas such as the garden.

You will be required to work in accordance with the rotas.

11. EQUIPMENT

The post holder will have responsibilities for ensuring that any faults or breakages of equipment (including office equipment, catering equipment, cleaning equipment and cinema and disco equipment) are appropriately reported to the Youth Officer or Venues Operations Officer.

12. GENERAL

This job description only contains the main duties relating to this post and does not describe in detail all the duties required to carry them out and there will be an expectation that the post holder will carry out other duties that reasonably fall within the general nature of the level of responsibility of the post.

13. SPECIAL NOTES OR CONDITIONS

The post holder will be based at the Armadillo. However, they may be required to work at other Town Council settings and will be required to work in accordance with the rotas.

The post holder will be subject to a Disclosure and Barring Service Check and will be required to subscribe to the portable update service.

If the postholder is convicted of a criminal offence or receives a caution once employed, they must inform the Town Clerk immediately. Failure to do so may result in disciplinary action, which could lead to dismissal.

The post holder will be required to undergo training.

Evaluation Date: May 2019

Effective Date:

Reference: VA

YATE TOWN COUNCIL

EMPLOYEE SPECIFICATION

JOB TITLE: VENUE ASSISTANT

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	Basic Food Hygiene Certificate or a willingness to undertake such training.	
Work related experience and Associated Vocational Training	Some experience of communicating effectively with customers with varying backgrounds and needs.	Paid or voluntary experience of working with young people. Some experience of working in a similar setting.
Other Relevant Experience		Experience in hospitality, children and young peoples sector, customer services
Specialist Knowledge	Knowledge of relevant issues relating to young people including safeguarding requirements.	A basic working knowledge of health & safety legislation
Job Related Skills	The role requires the ability to work flexibly, including working on a rota system. Able to maintain confidentiality but able to recognise when to refer issues to a supervisor' eg potential safeguarding concern.	
Personal Skills	Good communication skills and empathy to work with young people.	
Special Working Conditions	Out of hours working as part of Armadillo rota. Can be loud music, door management and outdoor areas. Occasional out of hours working to support events. DBS requirement.	