

## **JOB DESCRIPTION / ROLE PROFILE – TEMPLATE – for posts G11 & Below**

**Job Title:** Duty Manager - Events (2 posts: both at 0.6)

**Grade:** G4

**Directorate:** Community

**Division / Section:** Culture/ Museum

**Reports to:** Visitor Services Manager/ Business Development Officer

**Date:** 05.04.2017

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### **1 ROLE PURPOSE**

To deliver excellent service to our venue hire clients, ensuring all events run smoothly, safely and in accordance with our procedures. To supervise casual event and bar staff, ensuring they are trained and motivated to provide excellent service, safely and efficiently.

### **2 DIMENSIONS**

Supervision of up to 4 casual bar staff at events;  
Stock-taking of bar stocks; cashing-up tills at the end of shifts;  
Supervision of a venue with a 300 person capacity

### **3 CONTEXT**

The Great Barn is the main source of income generation for the museum, its venue hire business is intended to make the heritage site sustainable for the future. This role provides on-the-day operational delivery and customer care for all venue hire events in the Great Barn. They ensure events provide excellent service, are safe and efficiently run.

#### **4 MAIN DUTIES / ACCOUNTABILITIES**

<b>A</b>	<b>Generic Duties/Accountabilities - for all posts G11 and Below</b>
1.	To ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting equality and diversity and to Harrow's diverse community.
2.	To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture.
3.	To promote and participate in the council's investors in people (IIP) and individual performance appraisal and development (IPAD) initiatives and information management best practice.
4.	To ensure compliance with the council's information security policies and maintain confidentiality.
5.	In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

	<b>Service Specific Duties/ Accountabilities</b>
6.	Act as the key point of contact for clients, guests and suppliers for each event
7.	Provide immediate resolution to client queries and requests whilst ensuring our Terms & Conditions are adhered to
8.	Brief and supervise casual bar and event staff, providing on the job training as required
9.	Be responsible for checking opening floats; ensuring correct use of tills by staff; and closing tills at the end of the event in line with our cash handling policy
10.	Be responsible for stock management for the event; ensuring pre-paid drinks, bar tabs, wastage, and hospitality drinks are recorded on the EPoS system; and staff record stock usage accurately
11.	Coordinate any changes of layout during events according to the event plan
12.	Ensure standards of cleanliness and safety are maintained throughout the event and the venue is properly cleaned at the end of the event
13.	Ensure all casual staff, suppliers and caterers are briefed on the safety and emergency procedures for the venue
14.	In the event of an emergency, take the lead, coordinating the evacuation of the venue and liaison with emergency services if necessary
15.	Ensure all requirements of the venue's Premises Licence are adhered to throughout the event, including legal requirements regarding the sale of alcohol
16.	Act as an emergency first aider
17.	Close and secure the venue at the end of the event when required

## 5. SELECTION CRITERIA

### Note for managers –

**Selection Criteria** - List the selection criteria under the headings below that are essential for individuals to possess in order to do the job. Equality & diversity criteria must be built into the selection criteria to assess understanding, awareness and commitment to equality and diversity in employment and service delivery and how individuals will apply it when carrying out their duties.

**Method of Assessment** - Clearly indicate in the end column which method of assessment or combination of methods will be used to assess each criteria i.e. Application (A), Interview (I), Test (T)

**Ranking Order** – All criteria must be numerically ranked (in the ranking order column) in order of importance with the most important criteria ranked highest relative to other criteria i.e. the most important criteria be given the ranking order of 1, the next most important 2 and so on. Where 2 or more criteria are equally important, they should be ranked the same i.e. both given the same ranking order of 1 for example.

Ranking Order	Knowledge Indicator (Define the knowledge that is essential to the job e.g. particular legislation related to the job)	Method of Assessment
	<b>a. Excellent customer service</b>	
	<b>b. Team leadership</b>	
	<b>c. H&amp;S related to venue hire</b>	
	<b>d. Cash handling procedures</b>	
	<b>e. Equal opportunities</b>	
	<b>f. Licensed premises requirements</b>	
Ranking Order	Experience (Specify the range, type and depth of experience required rather than being general or just specifying the number of years and consider relevant unpaid work)	Method of Assessment
	<b>g. Team leadership in customer facing role</b>	
	<b>h. Functions/ hospitality</b>	
	<b>i. Bar/ restaurant service</b>	
	<b>j. Cash handling</b>	
Ranking Order	Education, Qualifications and Training (Specify only essential qualifications that can be justified and equivalent qualifications gained outside the UK, consider work related qualifications e.g. NVQ's. Remember relevant experience can be in addition to or instead of qualifications. If no qualifications are required, this section can be left blank)	Method of Assessment
	<b>k. Emergency first aid at work (desirable)</b>	
	<b>l. Food hygiene Level 1 (desirable)</b>	
Ranking Order	Skills and Abilities (Specify type and level of skills and abilities relevant to the job that can be measured, e.g. accurate recording)	Method of Assessment
	<b>m. Ability to work well under pressure without on-site supervision</b>	
	<b>n. Excellent verbal communication and customer service skills</b>	
	<b>o. A good leader, able to motivate a team of casual staff</b>	
	<b>p. Ability to think on your feet in a busy, fast-moving environment</b>	
	<b>q. Excellent numeracy skills</b>	

Ranking Order	<b>Other Essential Factors</b> (Specify criteria directly related to the job e.g. ability to work unsocial hours, physical requirements, distinguish between 'need' and 'convenience' so it is justifiable and not discriminatory e.g. to women or disabled applicants. Include Genuine Occupational Qualifications or Requirements (GOQ's or GOR's) here if an essential requirement)	Method of Assessment
	<b>r. Ability to lift and move loads safely – this will include moving furniture for layout changes, moving bar stock and equipment</b>	
	<b>s. Ability to work frequent evenings and weekends</b>	
	<b>t. Excellent time-keeping skills</b>	

**Form Completed by:**

**Name:** Jo Saunders

**Designation:** Heritage & Museum Manager

**Signature:** \_\_\_\_\_ **Date:** 05.04.2017

**Form Evaluated by:**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_