

JOB DESCRIPTION: SENIOR VENUE ASSISTANT

Reports to: Venue Shift Leader	Responsible for: Venue Assistants
Date: April 2019	Salary band: £16,000- £17,000
Location: Ambleside	Normal Weekly Hours: : 35 per week over 7 days on a rota basis

Role and Responsibilities

The senior venue assistant is responsible for ensuring both their own work & that of venue assistants is completed to a high standard, in accordance with the instructions given by supervising staff in a way that is effective and efficient, contributing to the team focus of delivering a high quality venue and customer experience.

Key Tasks	% time spent
<p>Housekeeping</p> <ul style="list-style-type: none"> • Completes the full range of cleaning and turnaround tasks throughout all areas of the Brathay site (eg hoovering, dusting, polishing cleaning toilets, showers, floors, glass & mirrors, mopping). • Checks premises, equipment, furniture and fittings for faults, rectifying wherever reasonable (eg standard bulbs, touching up marks on paintwork, rehangng curtains and shower curtains) or where not possible immediately reporting to the facilities team via the maintenance log. • Ensures linen is dealt with in accordance with housekeeping procedures • Completes the testing of safety systems to the appropriate standard and with the appropriate frequency. This includes tests required for fire regulations, first aid, legionella and others • Ensures cleaning has been completed to the appropriate standards • Works to Brathay's environmental standards <p>Food and Beverage Areas</p> <ul style="list-style-type: none"> • Completes the full range of tasks needed to cater for guests including setting tables, washing up, serving food and drinks, maintaining drinks stations, and using machinery as directed <p>Front of house</p> <ul style="list-style-type: none"> • Ensures that rooms and venue are prepared for events • Carries out bar duties, operating the till, dealing with money etc. • Assists in the running of events, providing food and beverage services to clients <p>Other operational tasks</p> <ul style="list-style-type: none"> • In order to support the smooth running of the team the venue assistant may from time to time be required to undertake other tasks at the request of the venues shift leader 	55

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<p>Leading shifts out on the site</p> <p>The senior venue assistant is responsible for the completion and quality of work completed in the allocated buildings/rooms/areas of the site on a daily basis. To achieve this they</p> <ul style="list-style-type: none"> • Direct the day to day work of nominated venue assistants ensuring the effective allocation of appropriate levels of work; clear instruction and monitoring and the appropriate prioritisation of tasks. • Works alongside venue assistants to clean and present Brathay's accommodation to the highest standards, to include <ul style="list-style-type: none"> • the full range of cleaning and turnaround tasks (eg hoovering, dusting, polishing cleaning toilets, showers, floors, glass & mirrors). • Reviewing accommodation for minor faults, rectifying wherever reasonable (eg standard bulbs, touching up marks on paintwork, rehangng curtains and shower curtains) or where not possible immediately reporting to the facilities team via the maintenance log. • Undertake routine checking of the quality of work completed ensuring it is to the appropriate legal and quality standards with evidence of planning and delivery per Brathay's processes. • Complete the testing of key safety systems to the appropriate standard and with the appropriate frequency. This includes tests required for fire regulations, first aid, legionella and others • Ensure cleaning has been completed to the appropriate standards • Work to Brathay's environmental standards 	25
<p>People Management</p> <ul style="list-style-type: none"> • Trains and develops venue assistants, ensuring that regular one to one meetings are carried out and that personal development plans are in place and progressed • Communicates effectively at all times with all other guest services teams 	10
<p>Cover out of office hours/in exceptional circumstances</p> <p>In order to support the smooth running of the team the senior venue assistant may from time to time be required to provide cover for the night shift leader.</p>	5
<p>Legal responsibilities and compliance with policies & practice</p> <ul style="list-style-type: none"> • Ensures that all Health, Safety and Security regulations are adhered to at all times eg, fire, manual handling, COSHH etc. • Complies with food hygiene regulations with regard to food service and storage, equipment cleaning and personal hygiene standards • Contributes to creating a safer working environment for colleagues and guests • Undertakes relevant training as required • Reports any faults or potential issues immediately 	5

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<ul style="list-style-type: none"> Refers any feedback or complaints to the Assistant Manager in a timely and effective manner 	
<p>Presentation & behaviours To ensure high personal standards by presenting yourself correctly in a clean & tidy uniform in accordance with expected organisational standards</p>	Included in the above
<p>Miscellaneous In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.</p>	

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Essential

- Experience relevant to the role
- Experience of dealing with the general public
- Ability to work on own initiative, as well as part of a team
- Good time management skill and the ability to work to tight deadlines
- A pleasant manner in dealing with members of the public
- Excellent team working skills
- Self-motivated and able to work with minimum of supervision

Desirable

- Previous experience in a similar role
- Experience of working in a customer focused environment
- Experience of cash handling and till operation
- Knowledge of relevant legal guidelines

Education and Qualifications

Essential

- Good spoken English and understanding of spoken English
- Understanding of written English

Desirable

- GCSE English or equivalent
- Relevant industry qualifications (eg, Food Hygiene, Manual Handling, First Aid etc.)

Other Essential

- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time
- **Research:** contributes to the research activity of the Brathay Research Hub

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

I understand and accept the above job description and agree to carry out the functions and duties of this post.

Signed:

Date: