

## Frome Town Council

### Job Description: Frome Town Hall Casual Support Steward

Contract:	Casual
Hourly rate:	£9 per hour (the Real Living Wage rate)
Hours of Work:	Casual hours as and when required - weekdays, evenings, weekends and Bank Holidays
Responsible to:	Marketing & Communications Manager

#### The purpose of the role

We want the community to feel a sense of ownership and pride in their Town Hall and for many people their main contact will be with you, the Casual Support Steward. You will usually be stationed at Reception and as the outward face of the Town Council your prime role as a Casual Support Steward is to ensure the building is open and accessible and to be friendly and welcoming to visitors. The post holder will be required to work proactively and independently to ensure that the Frome Town Hall meets the needs of all users – whether other staff members, tenants, hirers, or visitors.

#### Main Responsibilities & Key Tasks:

Training will be given where appropriate, with the post holder expected to:

- Take responsibility for locking and unlocking the building, both external and internal doors after use and have a good knowledge of code/lock/alarm procedures
- Greet and direct visitors, ensuring guests sign in
- Inform visitors of toilet locations, fire exits, etc.
- Assisting with additional queries, moving furniture during hire
- Set up/clear room of cups, glasses, food/drink before and after use
- Report grievances/complaints, incidents, property damage, lost property, etc.
- Act as a fire steward to evacuate the building in an emergency
- Liaise with the catering and café staff for events
- Respond speedily to tenant and user requests and queries with a commitment to delivering a high standard of customer service
- Log all enquiries
- Respond appropriately to emergencies or urgent issues as they arise
- Taking on the responsibility for any reasonable duties which are in line with this role.

## General

This job description forms part of your letter of engagement as a Casual Support Steward. The responsibility for the smooth running of the Council is incumbent on all Casual Workers.

A flexible approach on working hours (being available to work evenings, weekends and Bank holidays) is required to meet the changing requirements of the Council. As much notice as possible will be provided for shifts, although on occasions this may be at short notice.

You will have personal responsibility for safety in accordance with Health & Safety legislation and Council policies. You will be expected to behave in a sustainable and ethical way. When appropriate you will be expected to liaise and work with other casual workers and Council employees - with the emphasis being on teamwork.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This Casual Support Steward role is subject to review and alteration in detail and emphasis in the light of future changes or developments.

## Person Specification Frome Town Hall Casual Support Steward

You don't need to have a specific qualification to apply for this role but experience in the following would be desirable:

- A friendly and helpful manner
- Excellent people skills – creating strong relationships with a wide variety of groups and individuals
- Hospitality experience would be invaluable but good interpersonal, relationship-building and networking skills are just as important
- A practical, flexible and innovative approach to work is necessary
- Ability to be calm under pressure and communicate effectively with all users of the building
- A 'can do' attitude and a willingness to get involved with a variety of tasks as required
- The ability to work on your own initiative and be self-motivated
- First-aid certificate