

## Frome Town Council

### Job Description

### Support Steward

Contract: Casual

Hourly rate: £10.90 per hour (the Real Living Wage) plus holiday pay

Hours of Work: Ad hoc hours as and when needed over weekdays, evenings, weekends and Bank Holidays

Responsible to: Business Manager or Marketing & Communications Manager

#### The purpose of the role

We want the community to feel a sense of ownership and pride in their Town Council and for many people their first contact will be with you, the Support Steward. Your role will be to support the variety of events supported and hosted by the Town Council around the town, as well as at Frome Town Hall, including street parties, book signing and busking events, and a range of activities in our parks and open spaces. This means shifts you are offered will vary and you can choose which you prefer. You will be required to support Town Council staff, being friendly and welcoming to all event attendees, getting fully involved with the activity. Stewards will be required to work proactively and independently to ensure that our events engage with as many people as possible.

#### Key Responsibilities

Training will be given where appropriate but the below list provides an idea of the scope of tasks Support Stewards can expect to be asked to undertake on different occasions:

- Greet and direct visitors to the Town Hall in a professional and courteous manner
- Greet and direct event attendees
- Assist staff in setting up and taking down for an event
- Inform visitors of toilet locations, fire exits, etc.
- Assisting with any additional queries,
- Report grievances/complaints, incidents, property damage, lost property, etc.
- Liaise with the catering and café staff for events
- Show a commitment to delivering a high standard of engagement
- Log all additional enquiries
- Respond to email and telephone enquiries or those in person to reception
- Respond appropriately to emergencies or urgent issues as they arise
- Be willing to work outdoors and at multiple sites across Frome
- Take on the responsibility for any reasonable duties which are in line with this role.

## General

This job description forms part of your Casual Worker Agreement.

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

## Person Specification

### Support Steward

You don't need to have a specific qualification to apply for this role but skills or 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
- Experience working in the community with children and families 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