

Job Description

Job Title:	Building and Event Supervisor
Directorate:	Neighbourhoods and Housing
Service Area:	Culture Liverpool / City Halls
Grade	6
Competency	2
Salary	£35,412 – £39,862
Job Type	Office Based
Location	City Halls
Disclosure and barring service (DBS)	Enhanced with Child Barred List (Adult and Child Workforce)
Job Evaluation Ref No	

Job Purpose

You will be responsible for venue operations & events, ensuring City Halls are fully operational, safe and presentable at all times for service users.

You will lead on the planning & implementation of requirements for event spaces, supporting the Venue Operations Managers in the delivery of excellence in all activity undertaken.

Directly Responsible For:

City Halls Venue Operations Co-ordinators

Directly Responsible To:

Venue Operations Manager – City Halls

Main Areas of Responsibility:

MANAGEMENT

- You will attend and occasionally lead, pre-event meetings, sharing operational information with all relevant personnel such as security firms, caterers, AV companies & performers, to ensure all activity & requirements are managed to a high standard & delivered on time
- You will supervise 3rd party personnel on site, ensuring they are signed in, fully briefed and inducted in Health & Safety and operational information
- You will ensure all 3rd party personnel meet the minimum standards of skills and personal presentation required for City Halls and deal with it accordingly

OPERATIONS

- Whilst you will be allocated a primary place of work, you will be required to work flexibly across City Halls when business needs require support in the delivery of all activity taking place.
- You will be a primary user of the Rendezvous Venue Management System, confidently using the system to manage all operational activity, viewing and recording all relevant information relating to operational delivery of all activity
- You will manage the planning and delivery of your allocated activity, ensuring the clients' expectations are met in relation to guest management, facilities,

resources, equipment, loading & unloading, food & beverage set up, break down & clearing events.

- You will attend operational meetings with the Venue Operations Managers to plan & agree the objectives relating to forthcoming events
- You will attend event/operational de-brief meetings in order to ensure a continual cycle of incremental improvement for all activity taking place in City Halls
- You will contribute to creating new processes or procedures that help the continuous improvement of City Halls operational delivery
- You will lead on implementing an efficient, documented, auditable process to ensure all equipment, keys and stock are stringently managed, reporting any defects, damage or missing items immediately to Venue Operations Management
- You will ensure Event Specification documents accurately communicate the client requirements, flagging up information gaps well in advance i.e. attendees, accommodation, equipment hire, table plans, décor, catering etc. so that consistently exceptional standards of service and hospitality are delivered for all events
- You will provide technical support & ensure any relevant AV/ lighting / technology needed for event delivery is available, implemented and working in advance of requirement
- You will carry out manual handling duties, ensuring all load in/load out, set-up/de-rig, changeovers and breakdowns of City Halls events are completed safely, efficiently, effectively and on time
- You will support the City Halls Facilities Manager and Maintenance Officer with any building related matters

CUSTOMER SERVICE

- You will work as part of the Venue Operations Team to continually improve event delivery, customer experience and site safety, as well as continually looking to improve the efficiency of the services offered
- You will have a personal drive, passion and determination for continuous improvement of all activity taking place within City Halls, so that you and the venues are viewed as shining examples of excellence
- You will be an approachable and attentive people-person with a 'can do' attitude, prepared to help our internal / external customers in a willing and positive manner, maintaining a professional demeanour at all times
- You will be visible to the customer, look immaculate and have an engaging manner in order to perform a 'meet and greet' role at events, ensuring the customer experience is second to none at all times

HEALTH & SAFETY / SECURITY

- You will have a good working knowledge of Health and Safety practices, with particular reference to Method Statements & Risk Assessments for venue operations & event related activity taking place within City Halls
- You will support the Venue Operations Team in ensuring complete compliance with all Health & Safety requirements applicable to the premises, organising, implementing, managing & controlling relevant aspects of HASWA
- You will work in line with robust Standard Operating Procedures in relation to all service provision and activity, with particular regard for Health & Safety and security
- You will support Head of Venue Operations on specific allocated tasks e.g. fire alarm testing, accident reporting, emergency planning & evacuation drills
- You will ensure all 'End of Event Reports' and 'Client Sign Offs' are completed and uploaded onto the Optimo Venue Management System, highlighting any specific concerns e.g. Health & Safety concerns, equipment failings, defects, maintenance issues or service provider issues

- You will be a designated First Aid responder and SIA at all times you are on duty

FRONT / BACK OF HOUSE SUPPORT

- You will take a sense of pride and ownership, ensuring all public areas, storerooms, basements and their contents are kept clean and tidy, with a management routine in place to ensure their continual upkeep
- You will ensure management & storage of all equipment, kit and furniture after use, reporting any damage or loss to Hall Manager or Head of Venue Operations

COMMERCIAL / FINANCIAL

- You will produce business cases for proposed venue/equipment improvements or collect information for procurement purposes

OTHER

- The needs of our busy venues are fluid; working in this role is not a 9am-5pm / Monday to Friday role. You agree to work flexibly over a 7 day week when required, which may include unsociable hours, weekends and bank holidays; this will be allocated on a roster basis
- Whilst you may be allocated a primary place of work, you agree to work flexibly across St George's Hall, Liverpool Town Hall and Croxteth Hall to support the delivery of all scheduled activity
- As a direct reflection of our business, you will take personal pride and maintain a high standard of professional appearance whilst on duty.

- This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Working in adverse weather conditions, manual handling of loads and/or people, standing or sitting for long periods of time or operating machinery
- The needs of our busy venues are fluid; working in this role is not a 9am-5pm / Monday to Friday role. You agree to work flexibly over a 7-day week when required, which may include unsociable hours, weekends and bank holidays; this will be allocated on a roster basis
- Whilst you may be allocated a primary place of work, you agree to work flexibly across St George's Hall, Liverpool Town Hall and Croxteth Hall to support the delivery of all scheduled activity

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Excellent customer care skills (A, I)
- Building management experience (A, I)

Desirable

- Tourist related qualification to NVQ level
- Current holder of SIA badge
- Security Background

Experience

Essential

- Previous experience of supervising a team of staff (A, I)

Desirable

- Experience of working in a customer facing environment
- Experience and understanding of team-working
- Experience of working with education groups would be desirable

Skills/Abilities

Essential

- Excellent communicator, with ability to relate to a wide range of different audiences (A, I)
- Excellent customer care skills (A, I)
- A flexible approach to duties and tasks (A, I)

Desirable

- Excellent financial management skills
- IT and administration skills
- Excellent cash handling skills

Commitment

Essential

- Demonstrate a flexible approach to work. This involves unsociable hours as required to support event delivery (A, I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

