

## Job Description

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|-------------------------------------------------|------------------------------------------------------------|
| <b>Job Title</b>                                | Venue Support Operative                                    |
| <b>Directorate</b>                              | Neighbourhoods and Housing                                 |
| <b>Service Area</b>                             | City Halls                                                 |
| <b>Grade</b>                                    | 3                                                          |
| <b>Competency Level</b>                         | 1                                                          |
| <b>Salary</b>                                   | £25,583 – £27,254                                          |
| <b>Job Type</b>                                 | Office Based                                               |
| <b>Location</b>                                 | City Halls – St George’s Hall, Town Hall,<br>Croxteth Hall |
| <b>Disclosure and Barring<br/>Service (DBS)</b> | Not applicable                                             |
| <b>Job Evaluation Ref No,</b>                   | A8702                                                      |

## Job Purpose

You will be responsible for a frontline role in customer service, security, safety and engagement of the building and its users and in dealing with the public.

To assist in the set up and management of facilities within the Halls and supporting venue operations & events, ensuring City Halls are fully operational, safe and presentable at all times for service users.



## **Directly Responsible For:**

Not applicable

## **Directly Responsible To:**

Hospitality Manager / Supervisor

## **Main Areas of Responsibility:**

### **CUSTOMER SERVICE**

- You will work as part of the Venue Operations Team to continually improve event delivery and customer experience
- 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
- 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

### **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 Building Supervisors

- Be responsible for the opening and closing of the buildings as and when required within the Halls
- To support F&B for internal catering and external bars within City Halls portfolio
- Assist with the setting up of functions, events and activities as required, ensuring all equipment is accounted for, and managed in an appropriate manner
- To protect and preserve LCC equipment ensuring 3rd party suppliers do not remove or damage

## **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 be always a designated First Aid responder and SIA you are on duty
- Where necessary assist with minor maintenance of the building
- Undertake Fire Alarm tests and other related health and safety procedures as and when required
- To undertake appropriate training to fulfil this role effectively
- To undertake any other duties commensurate with the grade as and when required
- 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

## **Supervision and Management Responsibility:**

- No supervisory or line management responsibilities

## **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

## **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:**

- 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

## 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 1**.

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

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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation



# Personal Specification

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

## Experience

### Essential

- Experience of working in a similar fast paced environment that includes unsociable hours, i.e., events, hospitality (A/I)

### Desirable

- SIA/First Aid/Personal Licence
- Event operations

## Skills/Abilities

### Essential

- Delivering excellent customer service (A/I)
- Excellent communicator (A/I)
- Ability to organise and prioritise daily activities (A/I)

## Commitment

### Desirable

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