

Job Specification

<u>Job Title:</u>	Events Assistant
<u>Location:</u>	96 Shenley Road & Threeways CC
<u>Post Number:</u>	
<u>Responsible to:</u>	Senior Management Team
<u>Responsible for:</u>	N/A

General Description

To work as a member of a team to ensure the safe and efficient operation of all activities.

Mission Statement

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

Aim

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

Our Values

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

Specific Duties

1. To supervise all areas of the facility in accordance with the required standards and practices.
2. To maintain high cleanliness standards throughout the centre and all surrounding areas in accordance with the cleaning schedule.
3. To deliver excellent customer service and respond promptly to any reasonable customer requests or enquiries.
4. To develop, maintain and promote good relationships with all users.
5. To ensure that the facilities are set up in line with bookings and to rig/de-rig any equipment as described in the Venue Operational Procedures.
6. To perform effectively and effectively all of the above.
7. To consider the safety of yourself and customers in any action you undertake.
8. To adhere to InspireAll's positive attendance at work culture.

Personal Specification for Hospitality Assistant

Skills, Knowledge and Experience

Essential:

1. Ability to undertake a physically demanding role including the rig/de-rig of equipment
2. Personable and observant.
3. Ability to establish good relationships with colleagues and customers.
4. Have a professional telephone manner.

Desirable:

1. First Aid at Work Qualification
2. Experience working in the arts and leisure industry
3. Experience working Hospitality

Complexity and Creativity

1. To understand and adhere to all venue operational procedures and Work Instructions.
2. The ability to complete forms to document your actions including daily facility checks and first aid reporting.
3. To ensure a high level of venue supervision to maintain a healthy and safe environment.
4. To be able to conduct yourself in a professional manner at all times, including attend and contribute to team meetings and respond in an informed manner to customer enquiries.

Judgements and Decisions

1. To work in all areas of the venue without formal supervision.

Contacts:

Internal – 20% External 80%

Method:

A Hospitality Assistant is required to liaise in person, by telephone, and to attend meetings as required with clients, and staff.

Internal:

Facility Manager &
Operation Team:

Daily liaison, co-ordinating Venue requirements, the day to day operation of the Centre.

All other Centre Staff:

Regular monitoring, planning and discussion of operational requirements. Ensure clear understanding of tasks, team working, Health & safety matters and attend staff meetings.

Leisure staff:

Understanding the programme requirements and ensuring they are met.

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External:

Centre Customers: Deal with telephone and personal enquiries and providing programme information. Understanding where to find the answers to questions you are unable to answer, sourcing this information and personally responding to the customer.

Special Features

To have the ability to be flexible, use your own initiative, have an attention to detail and to cope effectively with a highly pressurised work schedule.

Other factors affecting the post of Events Assistant

1.	Hours of Work:	Casual												
2.	Grade:													
3.	Salary:													
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and includes the 8 bank holidays at present legislated for each calendar year.</p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
6.	Pensions choice:	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
7.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
10.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												