



Post title	Operations Assistant
Division / Section	Culture / Cultural Venues – Performance Venues
Department	City Strategy and Economy
Responsible To	Operations Manager
Number of post holders	2 x PT

Purpose of Job

To assist with the daily operation and general upkeep of the venues.

MAJOR TASKS/JOB ACTIVITIES

Provide appropriate security cover and customer across the venues, at stage door, reception desk and other locations.

Carry out a range of operational tasks including assisting with basic aspects of building maintenance, event set-ups, portering, audience management, scrupulous housekeeping and general cleaning.

Ensuring that all aspects of health and safety, fire safety, and statutory regulations are adhered to, supported by up-to-date documentation.

Contribute knowledge to develop the service within own area, with other venues, and across the team and division.

Work effectively as part of a team within own area and across the wider environment in which the post holder operates.

Act as a keyholder including locking and alarming the venues.

Supervision and Management of People

None

Creativity and Innovation

Required to use initiative and respond to competing operational requirements from clients, external service providers and staff while continuing to offer high standard of customer care.

Contacts and Relationships

Daily contact with Operations Manager and venue colleagues with regards to; building maintenance, venue checks and security, event set up and other janitorial tasks.

External contractors with regards to access and building maintenance.

Event, performance clients and external suppliers, including caterers, with regards to event set up details.

Decisions (Discretion)

Makes daily decisions regarding the venues operational service delivery, including; room and equipment set ups, basic maintenance checks and reporting, cleaning and scrupulous housekeeping.

Client and external supplier and contractors, ensuring a high standard of customer service and H&S are always adhered to.

Decisions (Consequences)

Ability to make immediate decisions about operational services to assist colleagues and clients to ensure events and performances are delivered safely.

Resources

Training will be provided.

Environment – Work Demands

Duties are directed by the Operations Manager but many shift tasks, for example opening and closing venues, venue checks, security patrols, assisting with event operation, liaising with hiring companies' staff, etc... are carried out without immediate supervision.

Environment – Physical

Venue based for 95% of the time.

50% assisting with venue checks, basic maintenance tasks, logging and reporting maintenance issues, portering duties including lifting and carrying boxes, furniture and equipment, putting up posters and distributing publicity material around the venues; 20% cleaning using vacuum cleaners, brushes, emptying bins, using floor cleaners; 30% security, stage door, patrolling the venue and acting as keyholder setting the alarms of the venue as required.

Required to work at evenings and weekends in the venues during events and performances.

Environment – Working conditions

In public areas for at least 50% of their shift, during events and performances, when the public areas may be noisy and congested.

Environment – Work Context

Required to deal with the publics, suppliers and contractors for at least 50% of their shift.

Required to work on ladders and at heights for around 25% of the week.

The post will have some requirement to take care in relation to the working environment, work activities and dealing with people. This will not be more than the normal required of a council employee.

Knowledge and Skills

Previous experience of working with the public is essential.

Numeric and literacy ability is essential.

Basic IT literacy is essential.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.