



Front of House - Wedding & Events

Great people, great place!

Hours: Variable Hours - Weekends

Salary: Scale 3: £10.55 - £10.90 per hour

Closing Date: Ongoing - expressions of interest

There is an exciting opportunity for a Front of House Officer- Wedding & Events to join our team.

Under the direction of the Victoria Hall Manager, you will be expected to deliver excellent front of house customer service to guests of Victoria Hall. Often being instructed by the Venue Wedding and Events coordinator to deliver a first class wedding and events service, being on hand during the day itself, assisting with furniture and decor set up, room changes and pack up. Providing a friendly and solution-focussed service, as well as providing health & safety and fire evacuation guidance to clients.

You will also be responsible for keeping the inside and outside of the premises tidy and safe, as well as its security, its contents, plant and some general cleaning. Porterage and some routine maintenance duties are also included in the role.

Victoria Hall is an important multi-purpose venue set in the heart of the World Heritage Site of Saltaire and is used by a diverse range of clients. Shipleys College acts as Managing Agents for Victoria Hall on behalf of the Salt Foundation who are a registered charity.

Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> • Excellent holiday entitlement well in excess of statutory days • Enhanced pension scheme • Access to a free gym on site • Flexible working 	<ul style="list-style-type: none"> • Excellent Customer Service • Strong Communication Skills • Ability to effectively work with members of the public • Problem solving skills

How to Apply: Application forms can be obtained from www.shipleys.ac.uk. Completed applications should be submitted to jobs@shipleys.ac.uk

Employment offers are subject to pre-employment checks including DBS, references, online checks and right to work. Shipleys College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.

The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.

JOB DESCRIPTION

Post Title:	Wedding & Events Front of House Officer
Responsible to:	Victoria Hall Manager

INTRODUCTION

The following information is provided to assist staff joining Shipley College to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

- Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
- Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- Shipley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shipley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

OVERALL PURPOSE OF JOB

Victoria Hall is an important multi-purpose venue set in the heart of the World Heritage Site of Saltaire and is used by a diverse range of clients. Shipley College acts as Managing Agents for Victoria Hall on behalf of the Salt Foundation who are a registered charity.

Under the direction of the Victoria Hall Manager, you will be expected to deliver excellent front of house customer service to guests of Victoria Hall. Often being instructed by the Venue Wedding and Events coordinator to deliver a first class wedding and events service, being on hand during the day itself, assisting with furniture and decor set up, room changes and pack up. Providing a friendly and solution-focussed service, as well as providing health & safety and fire evacuation guidance to clients

You will also be responsible for keeping the inside and outside of the premises tidy and safe, as well as its security, its contents, plant and some general cleaning. Porterage and some routine maintenance duties are also included in the role.

DUTIES AND RESPONSIBILITIES

- To deliver excellent, friendly and professional customer service to visitors, hirers and suppliers of Victoria Hall, through contact in person, and by phone.
- To have a positive solution-focused approach to customer, colleague and supplier queries and to solving problems as they arise.
- To liaise with the Wedding and Events coordinator regarding room layout requirements and event specifications.
- To liaise with the Wedding and Events coordinator to ensure weddings and events run to clients specifications and timings.
- To prepare rooms to the Clients' specifications eg: arranging furniture, acquiring and setting up equipment (including Audio Visual Equipment training will be provided) preparing refreshments and checking temperature.

- To assist the Venue Wedding Coordinator with Wedding Set up, be present for Wedding ceremonies, parties & events.
- To assist with Wedding ceremonies, eg directing guests, registrars and being responsible for music following training.
- To utilise the Hall booking system to plan work routines and assist colleagues and customers with queries, following training.
- To carry out site visits with potential hirers of the venue.
- To advise hirers with health and safety and evacuation briefings, and answer related queries where appropriate, or refer to Victoria Hall Manager.
- To carry out Front of House responsibilities whilst adhering to the venue risk assessment(s).
- To be responsible for security of the Hall and contents, be a key holder and operate the key distribution and control system.
- To identify and action, where feasible, any requirements to ensure the presentation of the venue is to a high standard for visitors and hirers.
- To liaise with Cleaning staff and monitor cleaning process on a daily basis (to include daily toilet checks), and to carry out cleaning duties, to include external areas adjacent to the Hall.
- To undertake portering duties within the Hall and between College buildings
- To complete general front of house admin duties, to include checking goods against delivery notes, assisting the Victoria Hall Manager in the maintenance of stock, and maintaining various recording books (eg meter readings, visitors book, keys distributed) as well as handling confidential material.
- To handle payments for bookings and other venue sales (e.g., tickets for events).
- To keep First Aid boxes stocked in accordance with lists supplied by the Health & Safety Manager , and following training become a First Aider.

GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and to the maintenance of a culture of continuous quality improvement and innovation.
- To be aware of the responsibilities under the provision of the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations (COSHH) in terms of the post holder's own safety and the effects of their actions on colleagues, students and visitors.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults the post-holder is responsible for or comes into contact with.
- To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To act in accordance with the College's expectations as set out in the Staff Code of Conduct and contract of employment.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Willingness to undertake both on and off the job training as and when deemed necessary	✓	
Previous experience or similar role	✓	
Ability to achieve and maintain an excellent standard of customer service	✓	
Excellent customer service skills	✓	
Good problem solving skills and positive solution focused approach to tackling problems or queries	✓	
Strong interpersonal skills, including excellent co-operation and working as part of a team	✓	
Strong communication skills - able to communicate and receive communication effectively	✓	
Ability to take initiative and work on your own.	✓	
Ability to deal effectively and positively with users of the Hall	✓	
Able to work shifts, evenings and regular weekends	✓	
Customer service related qualification or training		✓
Premises related qualification		✓
Received training relevant to the position of Wedding and Events Front of House		✓
Cleaning and Support Services NVQ Level 2		✓
A manual handling training certificate gained within the last 3 years		✓
Experience in operating event booking systems and planning work schedules		✓
Experience in a facilities related role, looking after building management		✓
Competent in the use of computer to a good standard		✓
Excellent knowledge of hygiene and cleanliness routines, and knowledge of correct usage and application of a wide range of cleaning chemicals/products/equipment		✓
Clean Driving Licence		✓

Victoria Hall



Victoria Hall (then)

The Village

Saltaire is named after philanthropist Sir Titus Salt and the River Aire, which flows at the bottom of the village, near Roberts Park. In the 1850's, Sir Titus built the village to house the workers of his mill (now Salts Mill). This was a revolutionary development at a time when all the major surrounding cities of Bradford, Leeds and Manchester were slums. His model village led the way for major regeneration, not only within these cities, but the world over.

Architecture

Inspired by opulent 15th century architecture, and commissioned by Sir Titus Salt as a 'centre for recreation, culture and learning' for his villagers, Victoria Hall was designed by architects Lockwood and Mawson and opened in 1871. It was then known as The Saltaire Institute. The Lions outside Victoria Hall (and the Salt Building opposite, part of Shipley College) have stories to tell too. They were designed by sculptor Thomas Milnes of London, and were – apparently – originally destined for the bottom of Nelson's column in Trafalgar Square in London. Local legend has it that the lions clamber down to the River Aire after dark each night to drink, before returning the next morning. We've tried to catch them, but they're pretty sneaky for such big lions.

Billiards, Bagatelle and Fencing, oh my! When it opened, Victoria Hall housed a library, gymnasium and rifle drill-room, fencing room, armoury, chess room, laboratory and lecture theatre, bagatelle and billiards room, a school of art, and a large dance hall with a fully sprung floor. It was perfectly suited to a huge variety of events, and we still are today, hosting weddings, meetings, exhibitions, festivals, concerts and lavish balls.

Famous Faces

Sir Titus Salt hosted an impressive array of speakers such as historian John Ruskin, Prime Minister Benjamin Disraeli and the great explorer David Livingstone. Charles Dickens was booked to speak shortly before his unexpected death in 1870. To this day the venue still attracts visitors from

across the globe. It has also been used as a filming location, including for celebrity chef Heston Blumenthal's Great British Food series.

Ongoing legacy

Victoria Hall is owned by a charitable trust, the Salt Foundation, and managed on its behalf by Shipley College. All proceeds from the hire of the venue and donations to The Salt Foundation for Victoria Hall go directly back into managing and maintaining the building.

Now your turn...

We're currently developing our recorded history of Victoria Hall. Do you have a story to share, or interest in volunteering to help us with our archive? Please email us at hello@victoriahallsaltaire.co.uk – we'd love to hear from you!

Victoria Hall (now)

We're a small but perfectly formed team, passionate about delivering great customer service and looking after this beautiful venue to pass on to the next generation to do the same thing.

This is what we believe in:

- Looking after this gorgeous old lady of a venue for future generations. She's seen so many stories over the years, we're delighted to play our bit to help add new stories to that history, and ensure her long life & long term success.
- We believe in really looking after you. Seriously. The buzz we get when we see your event going well, introduce a visitor to the history of the venue, or see the joy in a couple's eyes when they've just got married here surrounded by friends and family, you just can't beat it.
- We believe in our community: our fabulous, creative and varied Saltaire, but also the whole of Yorkshire. We're immensely proud of our corner of the world, our clients and fantastic recommended suppliers.