



# Front of House Supervisor

## A unique venue in Saltaire World Heritage Site

**Hours:** 25 hours per week (Covering evenings and weekends)

**Salary:** Actual Salary - £16,195 to £17,052 per annum (FTE £23,970 TO £25,238)

**Closing Date:** Monday 24th March 2025 at 9am

**Interview Date:** To be confirmed

**Start Date:** ASAP (subject to satisfactory pre-employment checks)

### WELCOME TO VICTORIA HALL

This remarkable building has hosted educational and recreational activities since 1871. A wide variety of clients book our five rooms for classes, conferences, weddings and other special events. The Victoria Hall team has to meet the needs of each client and ensure that events run smoothly. This means close co-operation and individual responsibility from each team member. We're sharing a treasured local landmark with our clients!

Victoria Hall belongs to the Salt Foundation, whose trustees encourage local community involvement. Day-to-day running of the Hall is managed on their behalf by Shipley College.

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

**How to Apply:** Application forms can be obtained from [www.shipley.ac.uk](http://www.shipley.ac.uk). Completed applications should be submitted to [jobs@shipley.ac.uk](mailto:jobs@shipley.ac.uk).

<p>Shipley College is committed to safeguarding and promoting the welfare of its students and expects all staff and volunteers to share the commitment. Appointments will be subject to Safer Recruitment Procedures and an enhanced level check with the Disclosure &amp; Barring Service. Please note this role will involve contact with children and you will be engaging in regulated activity. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.</p>	<p>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.</p>
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## Job Description

<b>JOB TITLE</b>	Front Of House Supervisor
<b>RESPONSIBLE TO</b>	Victoria Hall Manager

### OVERALL PURPOSE OF THE JOB

This role has been created to strengthen the Victoria Hall team, approximately ten people in a mixture of salaried and variable hours posts.

Under the direction of the Victoria Hall Manager and in cooperation with fellow team members, you will deliver excellent front of house customer service to the wide range of users of the Hall.

In addition to being a point of contact for visitors and hirers in person, by telephone or email, you will be responsible for setting up rooms prior to events, and providing a friendly, solution-focussed response to client queries. Another key function is to provide health & safety and fire evacuation guidance to clients.

You will be responsible for keeping the inside and outside of the premises tidy and safe. This includes attention to security, contents, plant, also some general cleaning, portage and routine maintenance duties.

### SHIPLEY COLLEGE AS YOUR EMPLOYER

- 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.

## DUTIES AND RESPONSIBILITIES

- Deliver excellent, friendly and professional customer service to visitors, hirers and suppliers of Victoria Hall, through contact in person, by phone and by email.
- Have a positive solution-focused approach to customer, colleague and supplier queries and to solving problems as they arise.
- Prepare rooms to client specifications e.g. arranging furniture, acquiring and setting up equipment (including audio-visual equipment (training will be provided), preparing refreshments and checking temperature.
- Be present for weddings, parties and events. Clear down after events and ensure the venue is ready for the next day.
- Utilise the Hall booking system (following training) to plan work routines and assist colleagues and customers with queries.
- Complete rotas for the Front of House team and train new team members.
- Advise hirers with health and safety and evacuation briefings; answer related queries where appropriate, or refer to the Victoria Hall Manager.
- Carry out Front of House Duty Supervisor responsibilities within venue risk assessment(s).
- Be responsible for security of the Hall and contents, be a key holder and operate the key distribution and control system, attending call outs when required.
- Provide a security role (following training) with respect to client/student/public behaviour.
- Challenge, monitor and record incidents of inappropriate behaviour and liaise closely with the College Security Officer(s).
- Identify and action, where feasible, any requirements to ensure that presentation of the venue is to a high standard for visitors and hirers.
- Liaise with the Shipley College team to ensure routine maintenance is planned and carried out.
- Liaise with cleaning staff and monitor cleaning process on a daily basis (including daily toilet checks), and carry out cleaning duties, including areas adjacent to the Hall.
- Take care of heating plant boilers and equipment.
- Undertake minor repairs, decorating and routine maintenance such as drain maintenance and door maintenance as included in Shipley College's building maintenance manual.
- Undertake portage duties within the Hall and between College buildings
- Complete general front of house admin duties, to include checking goods against delivery notes,
- assist Victoria Hall Manager in the maintenance of stock, and various recording books (eg meter readings, visitors book, keys distributed) as well as handling confidential material.
- Keep the first aid boxes stocked in accordance with lists supplied by Shipley College Health and Safety Officer, and become a First Aider (following training). Sit on the

Health and Safety committee. Work with the Health & Safety manager to plan fire and lockdown practice.

## **GENERAL DUTIES FOR ALL SHIPLEY COLLEGE EMPLOYEES**

- 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.
- Undertake such other duties commensurate with the grade of the post as may reasonably be required.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

*In your supporting statement please refer to every point in the list below.*

*Applicants who do not address each point in the list will not be invited for an interview.*

**If you do not meet all of the essential criteria, please do not apply.**

Level 2 (equivalent) Qualification in Maths or willingness to work towards
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Previous experience as a Front of House Duty Supervisor or similar facilities/premises related role
Strong interpersonal and communication skills, including excellent co-operation and working as part of a team
Excellent customer service skills with the ability to achieve and maintain an excellent standard of customer service with colleagues and public customers
Ability to set up function spaces and move items in line with Health & Safety
Able to work shifts, evenings and regular weekends and be flexible

### HIGHLY DESIRABLE CRITERIA

*These points are scored the same as the essential criteria. To score highly, your supporting statement should mention every point in this list which you can fulfil.*

Willingness to undertake both on and off the job training as and when deemed necessary
Knowledge of event set up requirements
Good problem solving skills and positive solution focused approach to tackling problems or queries.
Creative approach to problem solving
Highly motivated and able to inspire those around you to success
Ability to use initiative
Customer service related qualification or training
Experience in operating event booking systems and planning work schedules
ICT skills, such as word processing and email
Experience of positive interaction with the local community around a venue

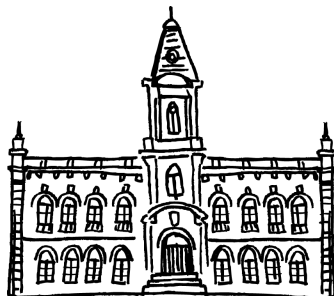
## DESIRABLE CRITERIA

*Your supporting statement should mention every point on this list where you can offer skills and experience.*

Premises or other related qualification relevant to the post
A manual handling training certificate gained within the last 3 years
Excellent knowledge of hygiene and cleanliness routines, and knowledge of correct usage and application of a wide range of cleaning chemicals/products/equipment
Knowledge and experience of Equality, Diversity and Inclusion
Knowledge or experience of Safeguarding
Knowledge of the PREVENT agenda

Discover the fascinating story of Victoria Hall – learn more by clicking the link below.

<https://victoriahallsaltaire.co.uk/about>



VICTORIA HALL