

Job description

Post title:	Sessional Venue Staff (Islington Assembly Hall)
Department:	Community Wealth Building
Grade:	LLW - £11.05 per hour
Reports to:	Events and Bars Manager
Your team:	Islington Assembly Hall
Number of supervisees:	N/A

Always working to the highest professional standards, the post holder will have the opportunity to experience multiple aspects of the venue and work events at Islington Assembly Hall to serve customers on box office, in the cloakroom or at our busy event bars using our EPOS till system and the Islington Assembly Hall app, at all times being responsible alcohol vendors at Live Music Events, Wedding, Corporate and Private Functions working within the licensing laws to provide a quality service.

There will also be opportunities to work for up to three months in the Islington Assembly Hall office as the Venue and Social Media Administrator at busy times throughout the year.

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities
- Recognising the value of flexible working to support staff where possible

Key responsibilities: Bars

Leadership

To deal with customer queries in a professional manner, escalating complaints to the Bar Supervisor or venue staff as appropriate.

To liaise with the Bar Supervisor or other on duty venue staff regarding any refunds/wastage/stock issues.

To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

Resources and Financial management

To bring stock to and from the storage areas and prepare the bars for the event, also to assist with storage of deliveries.

To serve customers quickly, efficiently and to the highest professional standards, taking care not to waste any product.

To have a good knowledge of products and drinks related to the bar.

To handle cash and take card payments.

To accurately use the EPOS till & ordering systems and venue bar app.

To clear the bars and hall after the events, maintaining health and safety at all times.

To act as a runner, moving bar products to & from cellar to the venue.

Compliance

To act responsibly, taking every precaution to protect the venue premises licence, for example operating the challenge 25 policy.

To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.

To sign in and out accurately at the start and end of shifts.

To ensure high standards of cleanliness throughout the bars.

The postholder will be required to work weekend, late-night and early-morning.

To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.

To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).

To carry out other duties commensurate with the grade.

Work style: Bars

Frontline Role. Shift patterns vary but a standard shift is usually 5.30pm-12:30am. There may be times where longer shifts are required depending on the needs of the event.

Key responsibilities: Cloakroom

Leadership

To deal with customer complaints and queries in a professional manner, escalating complaints to the Bar Supervisor or venue staff as appropriate.

To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

Resources and Financial management

To work in the cloakroom independently, managing a ticketing system; accepting cash or app payments and reconciling at the end of the night.

Compliance

The postholder will be required to work weekend, late-night and early-morning shifts.

To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.

To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.

To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.

At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).

To carry out other duties commensurate with the grade.

Work style: Cloakroom

Frontline Role. Shift patterns can vary but a standard shift is usually 6pm-11.30pm. There may be times where longer shifts are required to help reset the venue at the end of the night.

Key responsibilities: Box Office

Leadership

Proactively contact ticket agents on phone and email.

To deal with customer queries in a professional manner, escalating complaints to the Duty Manager as appropriate.

To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

Resources and Financial management

To competently use Excel, One Drive and ticketing platforms to produce ticketing reports.

To prepare the ticket scanners before doors open for the security team.

To serve customers quickly, efficiently and to the highest professional standards

To handle cash and take card payments for 'on the door' ticket sales and keep a record of these payments using Qflow and Excel.

Compliance

The postholder will be required to work weekend, late-night and early-morning shifts.

To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.

To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.

To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

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At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy).

To carry out other duties commensurate with the grade.

Work style: Box Office

Frontline Role. Shift patterns can vary but a standard shift is usually 6pm – 10pm. There may be opportunities for longer shifts if willing to help reset the venue at the end of the night.

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Experience

Essential criteria	Criteria description	Assessed by
1	Experience in a similar role (bars, box office, cloakroom).	Application/Interview
2	Experience of providing exceptional customer care.	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
3	Excellent inter-personal skills with the ability to form productive, professional working relationships with a diverse range of individuals and groups.	Application/Interview
4	Ability to make sound and timely decisions and find solutions to problems, using initiative and good judgement at all times.	Application/Interview
5	Ability to work to the highest standards, juggling competing priorities and demonstrating resilience to pressure and retaining due professionalism at all times.	Application/Interview
6	Excellent organisational skills and a high level of attention to detail including good numeracy.	Application/Interview
7	Bar post would require product knowledge including drink names and brands and knowledge of industry standard apparatus.	Application/Interview
8	An understanding of the statutory requirements associated with venues and event management, including relevant licensing laws.	Application/Interview
9	Available to work early mornings, late nights and weekends when required.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

