



Venue Supervisor

Job Description

Reports to: The Venue Manager

Purpose of this role: Deliver an excellent service for our customers and ensure the smooth running of the business

Roles and Responsibilities

OPERATIONS: Set up and pull down facilities; clean; litter pick and empty bins; get customer signatures; complete site diary and any other reporting; internal unlock and lock; external unlock and lock; patrols; staff reception; customer service; handle minor issues/complaints; handle major issues/complaints; handle accidents and emergencies; operate security and fire alarms; supervise and direct other staff; responsible for running shift in accordance with our OPs, for simple bookings.

SALES AND MARKETING TASKS: Show potential customers around the site; tweet, subject to VM quality control; blog, subject to VM quality control; other online presence and participation, subject to VM quality control; leafletting both on and off site.

HR TASKS (only during hours on shift): Train staff to host level; praise or correct a colleague.

Values

INTEGRITY: You have discretion about who you are bringing into a school, which is a highly protected environment. You are honest and able to take responsibility for your mistakes. You are making judgements about which queries to handle yourself and which ones to pass on to your manager. To carry out these functions well, you must be completely trustworthy and have the full confidence of your manager and the school staff.

ACCOUNTABILITY: You take ownership of enquiries/issues arising and ensure that they are dealt with rapidly and well. You are completely reliable: you are always at work on time. You willingly take responsibility for issues and problems. Work in accordance to our key operational procedures e.g. locking up procedures.

COMMITMENT: You seek to go the extra mile for other people. You are available to work the agreed hours and days (unless prior arrangements have been agreed between you and your manager).

PEOPLE SKILLS: Sociable, likeable, and get to know your colleagues well. Ability to think on your feet and confident in your decision making skills. Professional and friendly with customer contact in person and on the telephone. Ability to handle disappointed people (e.g. where there is no availability) in a professional and sympathetic manner.

Skills

- Previous experience in a customer service role. Experience in a similar role or environment (desirable)
- Highly competent in English, with strong standards both in writing and speaking
- Confidence with IT and working with mobile and online functions
- Confident in a lone-working environment