

ROCHDALE BOROUGH COUNCIL
JOB DESCRIPTION

SERVICE: NEIGHBOURHOODS

SECTION: PROPERTY SERVICES

LOCATION: TOWN HALL – ROCHDALE

JOB TITLE: Events & Front of House Co-ordinator

Grade: 6

Accountable to: Events Manager

Accountable for: Catering & Bar Staff

Hours of Duty: Actual times to be determined by the needs of the service.
(Mainly Weekends: Friday evenings and Saturdays)

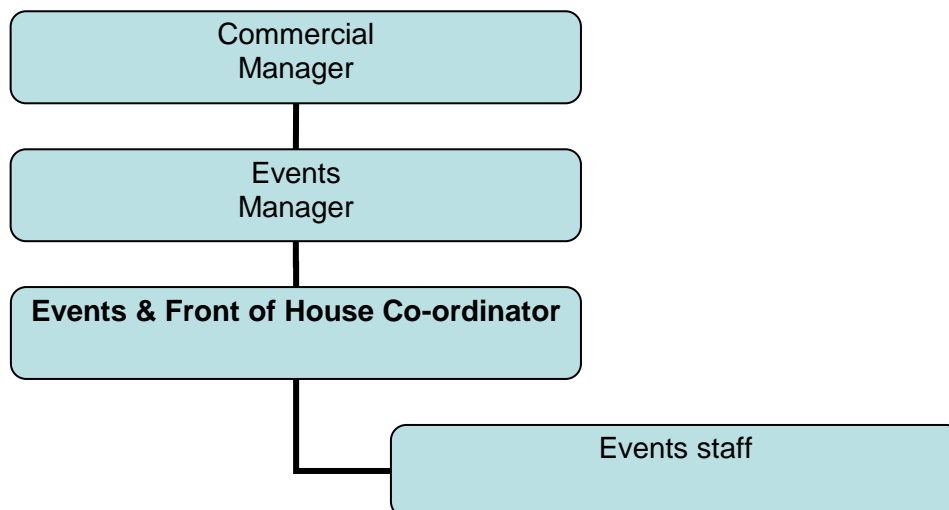
Any Special Conditions of Service: There may be a requirement from time to time for the post holder to operate from other premises as directed by the Operations Manager/Events Manager

This post is not Politically Restricted in accordance with the current regulations

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect staff to share this commitment.

Organisational Chart



PURPOSE AND OBJECTS OF THE JOB

To act as the responsible person for private and commercial events (e.g. weddings, birthday parties, school proms etc) taking place at Rochdale Town Hall.

To assist the Town Hall Events Manager in the event operations of Rochdale Town Hall, including management of private hire events, catering and bar requirements.

To supervise kitchen/ catering / bar staff to undertake the duties and tasks required to meet the expected standards for service users of the Town Hall.

To ensure the safe operation of Rochdale Town Hall, including the co-ordination of bookings & events.

To ensure the provision of high quality catering, licensed, banqueting and conference facilities.

Control of Resources

Financial

Responsible for management of tills, safes and floats on events.

Personnel

Responsible for the direction, support and motivation of employees under his/her control.

Equipment/Materials

Responsible for the effective & efficient use of equipment / materials within the service area.

Responsible for ensuring all bar equipment is functioning as efficiently as possible.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships

Internal

- Senior Leadership Team at Rochdale Town Hall
- Staff and Senior Managers within Building Services and other Departments
- Staff within the RBC Communications Team
- Staff within the RBC Events Team
- Staff at Rochdale Development Agency

- Volunteers
- Elected Members

External

- Customers (re: venue hire, complaints, queries, enquiries, lettings etc.)
- Visitors/members of the public
- Event and bar casual staff
- Food and beverage contractors
- Representatives of Voluntary Community Groups
- Revenue clients in relation to the usage of facilities
- Suppliers and representatives
- Police
- Emergency Services
- Other bodies, organisations, e.g. Blue Badge Guides

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. Management of the private hire events at Rochdale Town Hall, acting as the first point of contact during events including catering and bar issues.
2. Direct liaison with clients, contactors and other members of staff to ensure first class customer service across all events.
3. To lead the team in food service and clearing, which includes briefing the team on the event plan, menu and expectations before the start of every event.
4. To ensure all staff are motivated and operating to a high level of customer care at all times.
5. To prepare ready for service, in line with the agreed events requirements, all table lay-outs and service points such as wedding cake tables, gift tables etc.

6. To assist the Events Manager in the recruitment of event and bar staff, as well as their supervision, training and professional development.
7. To assist the Events Manager and Marketing Manager in the promotion of facilities and events to encourage greater participation and income generation.
8. To ensure that the bar is fully stocked before each event, and that all pieces of equipment are working efficiently
9. To provide the Events Manager with structured feedback from each event and raise any concerns immediately.
10. To provide management cover at functions/events and ensure that appropriate staffing levels are maintained at all times, with adequate cover found if required.
11. To ensure all staff dress sensibly and appropriately to work within the Town Hall.
12. To be proactive in dealing with any customer feedback and advise the Duty Chef/ Bar team leader of any feedback/concerns
13. To co-ordinate timings of service with the Duty Chef/Bar team leader and clients
14. To follow council procedures in relation to cash handling and to cash up at the end of events, ensuring all monies are safe and to report any issues immediately.
15. To follow council procedures in relation to stock handling/control, particularly in relation to bar stock
16. To attend meetings where appropriate.
17. To liaise with the Building Supervisor and/or Security staff throughout events, making them aware of any potential issues arising.
18. Ensure health and safety legislation is being correctly followed at all times during every event.

Secondary Duties

1. To take a full and active role in the development of Rochdale Town Hall as a major visitor attraction.
2. To actively participate in any training required
3. To undertake other duties and responsibilities of an equivalent nature as may be determined by the Service Director, Operational Services, Facilities Management from time to time in consultation with the post holder and, if he/she wishes with the relevant Trade Union Representative.
4. The post holder may be required to perform customer viewings for weddings and events when the Events Manager is unavailable.
5. General administration duties.
6. Maintenance of equipment inventories.

The specific areas of responsibility may be rotated from time to time and realigned to meet the needs of the service.

Job Description prepared by:

Date:

Agreed by postholder Charlotte Preston/Caroline Storr

Date Oct 2023

Supervisor _____
Head of Service _____

Date _____
Date _____

**Rochdale Borough Council
Person Specification**

Service :	Property Services	Post:	Events & Front of House Co-Ordinator
Section :	Rochdale Town Hall	Post Number:	
Job Ref:		Grade:	TBC

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Special Working Conditions		
1 Demonstrate the ability to work flexibly, including evenings, weekends and Bank Holidays.	E	AF and I
(a) Qualification and Experience		
1 Evidence training or qualification undertaken in hospitality management, leadership or other subject relevant to the role.	E	AF and I
2 Describe your experience in a current or previous events management role	E	AF
(b) Skills and Knowledge		
1 Demonstrate exceptional organisational and leadership skills, including the ability to successfully manage a team through clear communication, motivation and guidance.	E	AF and I
2 Evidence a strong understanding of customer service and the ability to exceed the customer's expectations.	E	AF and I
3 Evidence excellent organisational skills and the ability to effectively prioritise and multi-task under pressure	E	AF and I
4 Demonstrate passion about delivering high quality and unique events	E	AF and I
5 Illustrate good financial awareness, understanding of cash handling procedures and how to minimise theft.	E	AF and I
6 Show an understanding of the health and safety responsibilities, statutory duties and legislation a front-of-house team should follow in the provision of a catering/events/bar service.	E	AF and I
7 Illustrate an understanding of equal opportunities, accessibility issues and a commitment to creating a diverse and accessible venue, programme, workforce and audience	E	AF and I
8 Evidence the ability to train staff and how this training has helped to deliver high-quality customer service.	E	AF and I

(c) Behaviours and Values			
9	Approach the job at all times using the values set out below: <ul style="list-style-type: none">• Proud of the difference we make• Passionate about the diversities of the Borough• Pioneering and Open in our Approach Be willing to adhere to these values and behaviours.	E	AF and I