

## **ROLE PROFILE**

JOB TITLE: Duty Officer

RESPONSIBLE TO: Market Reeve and Town Hall & Events Manager

***NOTE: In particular, the Council is looking for candidates who can demonstrate knowledge and experience in:***

***Administration  
and/or  
Hospitality***

### **PURPOSE AND OBJECTIVES**

Within a working week of 37 hours to be worked flexibly to meet Town Hall, Butchers' Hall and Pannier Market opening times, which will include evenings and weekend working, and working on Bank and Statutory Holidays:-

- A. To support promotion, advertising to maximise bookings and all events held in the Town Hall/Butchers' Hall/Pannier Market that are approved by the Council. To organise and assist with promotional activities/events on Bedford Square or any other designated areas.
- B. Assist in preparation of an annual service plan and maintaining and monitoring such performance and other indicators and other reporting, including to Committees, as may be required.
- C. Supporting Council events and activities
- D. Briefing and discussing staff performance with line management.
- E. To contribute to and aid in implementing arrangements that promote the full utilisation and commercial/community success of the Pannier Market, Butchers' Hall and Town Hall in line with the policies of the Town Council with a view to maximising income and usage of and from Council facilities and the reduction of costs.

- F. To liaise with individuals, traders, groups or companies hiring premises; deal with questions and problems; discuss stewarding and operational plans
- G. To assist in maintaining an appropriate level of security, cleanliness and operational conditions within premises, including supervision of staff. To undertake minor repairs within the building of responsibility and/or oversee staff under line management and external contractors in relation to minor works.
- H. To support the service by overseeing such functions and activities as may be appropriate under the direction of the respective manager and to be a licence holder as/if appropriate.
- I. To assist the manager in the co-ordination of resources and activities.
- J. To assist with the ordering of consumable stocks, cleaning equipment and any other necessary operational expenditure.
- K. To attend meetings as required

## **DUTIES AND TASKS**

- A1. Discuss forthcoming events with traders and general public to promote and encourage attendance.
- A2. Discuss Town Hall, Butchers' Hall and Pannier Market facilities and potential hiring with enquiries; at discretion show facilities to potential hirers.
- A3. Liaising with other Town Council departments.
- A4. The post holder will be responsible for the day-to-day health, safety and welfare of the site and ensuring that health and safety policies and procedures are implemented at local level including ensuring the awareness of, and adherence to, health and safety requirements of any persons under their guidance, direction or control.
- A5. Employees are responsible for recognising the extent of their own personal liabilities under health and safety law,

ensuring that they are fully conversant with their own health and safety duties.

- A6. Assist/supervise all aspects of the manual set up and dismantling of events to meet the needs of hirer/user.
- A7. Liaise with staff with regards to crossover events relating to Town Council business.
- A8. Supervise/assist with the allocation of stalls (on Market days either in the Pannier Market/Butchers' Hall/Town Hall or on Bedford Square), collection of deposits (for future bookings), hire charges and associated accounting of monies; ensure that receipts and vouchers for all such monies taken and spent are kept and ensure that all cash is banked on a weekly basis.
- A9. Assist with ensuring that appropriate regulations are issued to all users and traders, keeping a signed copy to ensure that they are aware of their legal and financial responsibilities when hiring. Ensure that all requirements are observed.
- A10. Assist with the monitoring and if possible maximise efficiency of Pannier Market, Butchers' Hall and Town Hall utilities such as heat and light.
- A11. Undertake training and continual professional development activities relevant to the role.

### **Liaison with Users of the Pannier Market, Butchers' Hall and Town Hall**

- B1. Issue instructions and requirements to hirers and traders on operational matters relating to all departments and Bedford Square.
- B2. Answer queries and solve operational problems.
- B3. Act as a liaison point between hirers, traders and Market Development Officer, Market Reeve and the General Manager; Recording/reporting appropriately and incidents or issues.

## **Security and Cleanliness**

- C1. Maintain cleanliness in the Town Hall, Butchers' Hall and Pannier Market; Assist in estimating staff requirements for manual labour (works or casual).
- C2. Encourage hirers to maintain cleanliness and orderliness wherever possible; examine disposal and storage of hirers' equipment, packing, waste etc. for fire, health and safety hazards and ensure hirer compliance where necessary.
- C3. Examine building doors, windows and other access points for security and on weekly or monthly bases as required be responsible for all safety checks:- fire alarm, fire extinguisher, emergency lighting, first aid boxes etc.
- C4. To assist the Competent Person undertaking regular checks on fixed electrical installations.
- C5. Discuss with line managers re: works and repairs to Town Hall/Butchers' Hall/Pannier Market, both for essential immediate repairs, items for the medium term that may form part of a planned maintenance programme and potential longer-term developments and enhancements to improve services.
- C6. Assist in monitoring supervision of builders and other private works companies when on site.

## **Function & Bar Supervision**

- D1. To support the Department heads regarding facilities, services, staff performance and monies taken during functions.
- D2. Assist on allocation of casual staff to bar duties; oversight of such staff duties or, if out of normal working hours and checking performance at earliest opportunity.
- D3. Monitor stock recording and security methods to prevent unrecorded losses and pilferage.
- D4. Support the ordering of all bar stocks to meet regular events.

D5. In the absence of the line manager, be responsible for ensuring caterers and food handlers are appropriately trained in food hygiene, ensure that hirers, performers etc comply with all fire, health and safety requirements as set out by Council Policy and law.

D6. To ensure when supervising that all accidents and incidents are reported/recorded.

**Other**

F1. Support the roles of Market Reeve or Town Hall & Events Manager in periods of absence.

F2. To support the purpose and objective of the roles of Market Reeve and Town Hall & Events Manager.

F3. Undertake other such duties as may be deemed necessary, and as are commensurate with the grading of the post