

Town Hall Officer

Newbury Town Council

Newbury Town Council provides a range of services to the people of Newbury, including parks, playgrounds, outdoor gyms, other recreation areas and open spaces.

The Town Council also manages several Buildings which are used for a variety of purposes both by the Council and by outside organisations.

We are passionate about the service we provide to our Residents & Customers, providing quality experiences for our communities.

The hiring out and management of our Spaces within the Town Hall is an important function for this Council.

What will the role of Town Hall Officer entail?

As Town Hall Officer you will be an ambassador for the Council and take great pride in ensuring facilities in our Town Hall are kept in excellent condition and are always well presented. You will be responsible to the Council for ensuring the spaces used by the Council, its Tenants or outside organisation are always best presented, fully equipped, and set out as required.

Letting of facilities like the Council Chamber, the Town Hall suites and the Elsie Kimber Room, brings needed income to the Town Council to support its finances.

The Town Council also provides assistance to other organisations such as Newbury Business Improvement District (The BID) and other Public Events in or around the Town Hall where NTC have an interest.

Whilst your focus will be on the appearance and tidiness of the Town Hall, the management of the use of the facilities is key. You will ensure that the facilities are clean, presentable and set up for each specific use (be that Council meeting, Training or Functions such as Coffee mornings & Weddings). Customer interaction will naturally play a key part in your duties. You will be the link between the Council and our customers, showing courtesy and attention to all users where required.

Your duties include:

1. To provide a polite and effective service to all users of the Town Hall, the Staff, Members, Tenants & Visitors
2. To carry out all required setting up for the individual room bookings as directed by the Civic Manager.
3. To take ownership of the Town Hall lettings Plan as set out by the Civic Manager, ensure all equipment needed, layouts, catering, signage, etc are all in place and functioning for each individual event/ booking.
4. To take ownership of the management of necessary repairs / works on equipment needed for the use of these facilities in agreement with Community Services Manager.

5. To manage contractors carrying out works on Council equipment needed for events in the town Hall and check for quality & performance of these before they are required to ensure all is functioning correctly.
6. To become competent & carry out testing on equipment (Microphone, speakers, projectors, sound Appliance, chairs tables, Servery & its equipment) for use in letting these spaces. To ensure correct testing & regular maintenance of the equipment is carried out.
7. To provide Door Management service for access / egress to all Council events as directed by the Civic Manager which may include opening / closing facilities to Trade Operative, deliveries, etc.
8. Ensure necessary signage, toilet facilities & catering are all in place for each letting and clear away on completion
9. To become competent and qualified in Door Management and Health & Safety procedures for the use of these spaces
10. To be the point of contact for after-hours use.
11. To ensure the premises are secure and light turned off at end of the sessions.
12. To support the Community Services Manager in inspection of the Town Hall and provision of Risk assessment for the use of its spaces.
13. To be responsible for the Council Flagpole, raising of appropriate Flags and maintain flags when not in use.
14. Provide set up for Councils Civic Engagements, Town Hall functions, Open events Mayor making etc.
15. To undertake such other duties as may be required by the Civic Manager and which are reasonably consistent with the duties, grading and character of the post

What will I need to be considered for this Civic Managers Facilities Operative vacancy?

- Great customer service skills with the ability to positively interact with members of the public.
- Ability to work well on your own initiative.
- Ability to use & maintain visual & audio equipment, knowledge of catering equipment would be advantageous.
- Understanding of meetings and events management needs
- Organisational and time management skills
- Good team player with interpersonal skills and a positive and enthusiastic outlook
- The role also requires a full DBS disclosure.
- Approved Health & Safety training / qualifications (Alternatively, the successful applicant must complete the required training ASAP. The Council will pay for this)
- Approved Door Management training (Alternatively, the successful applicant must complete the required training before taking up the role. The Council will pay for this)
- Physically able to carry out light manual handling duties and moving some furniture

- Williness to take additional training & qualifications.
- Ability to work flexibly & unsocial hours, as required.
- Smart appearance and adherence to the Council's dress code.

What will I receive in return?

Remuneration is at £10.50 per hour. A lot of the work will be evenings and weekends which will attract overtime rates. There are about 40 evening meetings per annum and about 12 weekend events per annum. It is expected that the post holder will work about 8 hours per week, but it could be more at certain times of the year

The Council will guarantee a minimum payment of £400 per month to the post-holder.

With a very few exceptions, a full calendar of the upcoming events will be available well in advance.

The post holder will be paid 20 days' holidays (pro rata) and eligible to join the Local Government Pension Scheme.