

Job Title	Events Duty Manager (As & When)
Pay Grade	G4
Directorate	Community
Division	Culture
Reports to	Events Manager
Location	Headstone Manor and Museum
<p>Role Purpose</p> <ul style="list-style-type: none"> The Great Barn is the main source of income generation for the museum, its venue hire business is intended to make the heritage site sustainable for the future. This role provides on-the-day operational delivery and customer care for all weddings and functions in the Great Barn. Our Duty Managers supervise event staff on the day and ensure all events provide excellent service, are safe and efficiently run. 	
<p>Job Context (Key outputs of team / role)</p> <ul style="list-style-type: none"> Deliver excellent service to our venue hire clients, ensuring all events run smoothly, safely and in accordance with our procedures. Supervise casual event and bar staff, ensuring they are trained and motivated to provide excellent service, safely and efficiently. Supervision of a venue with a 300-person capacity at events. 	
<p>Generic Duties</p> <ul style="list-style-type: none"> To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture. To promote and participate in the council's individual performance appraisal and development initiatives and information management best practice. To ensure compliance with the council's information security policies and maintain confidentiality. In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post 	
<p>Values, Behaviours and Equalities</p> <p>We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:</p> <p style="text-align: center;">Be Courageous, Do It Together and Make It Happen</p> <p>These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.</p>	
<p>Main Duties / Accountabilities</p> <ol style="list-style-type: none"> Act as the key point of contact for clients, guests and suppliers for each event Provide immediate resolution to client queries and requests whilst ensuring our Terms & Conditions are adhered to Brief and supervise casual bar and event staff, providing on the job training as required Be responsible for checking opening floats; ensuring correct use of tills by staff; and closing tills at the end of the event in line with our cash handling policy Be responsible for stock management for the event; ensuring pre-paid drinks, bar tabs, wastage, and hospitality drinks are recorded on the EPoS system; and staff record stock usage accurately Coordinate any changes of layout during events according to the event plan Ensure standards of cleanliness and safety are maintained throughout the event and the venue is properly cleaned at the end of the event Ensure all casual staff, suppliers and caterers are briefed on the safety and emergency procedures for the venue In the event of an emergency, take the lead, coordinating the evacuation of the venue and liaison with emergency services if necessary 	

10. Ensure all requirements of the venue's Premises Licence are adhered to throughout the event, including legal requirements regarding the sale of alcohol
11. Act as an emergency first aider
12. Close and secure the venue at the end of the event when required

Selection Criteria - Knowledge, Skills and Experience			
Role requirements		Essential	Desirable
Demonstrate experience of delivering excellent customer service within the hospitality industry and knowledge of cash handling procedures		✓	
Knowledge of Health and Safety related to venue hire and licensed premises requirements including basic food hygiene		✓	
Demonstrate the ability to work under pressure and to cope with a range of competing demands in challenging fast-paced situations with many interruptions		✓	
Experience of team leadership in a customer facing role including training, motivation and development		✓	
Able to work on own initiative and prioritise workloads without on-site supervision		✓	
Experience of working in a customer facing environment and dealing effectively with diverse clientele		✓	
Excellent planning, organisational and practical problem-solving skills		✓	
Flexible approach to duties and willingness to work anti-social hours		✓	
Ability to lift and move loads safely including furniture for layout changes along with bar stock and equipment		✓	
Outstanding interpersonal and communication skills and ability to meet the needs of diverse communities.		✓	
Excellent time keeping skills		✓	
Qualifications			
Role Requirements.	Job specific examples (if left blank refer to left hand column)	Essential	Desirable
Educated to college level or equivalent or has the equivalent relevant work experience.		✓	
Emergency first aid at work			✓
Food hygiene Level 2			✓
Other Requirements			
The job involves frequent evening and weekend work.			

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date