

Job Title:	Venues Assistant
Basis	Casual
Salary:	£8.29 per hour
Status:	Casual
Base:	Maesteg Town Hall
Accountable to:	Events Co-ordinator

Your Role:

You will undertake a variety of roles to ensure that our customers enjoy their visits to venues and shows.

Working closely with the Events Co-ordinator you will be required to work front of house in the bar and kiosk and deal with customer needs throughout their time at our venues.

What will you be doing?

- Welcoming customers to our venues, checking tickets and providing advice as required.
- Handling cash transactions, adhering to financial guidelines and processes.
- Serving customers in our bars and kiosks selling alcohol, programmes, merchandise and ice creams.
- Managing the flow of customers in the building and adhering to health & safety and fire evacuation procedures.
- Setting up for events, including moving furniture and equipment, as well as cleaning and tidying as required.
- Carry out the stocking up of bars and kiosks, including the moving and handling of stock.

General Duties and Responsibilities

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and values in all that you do.
- Ensuring that activities are completed in accordance with Awen’s commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the Trust.

Conditions of your appointment

Medical Clearance

Any offer of appointment is subject to medical clearance.

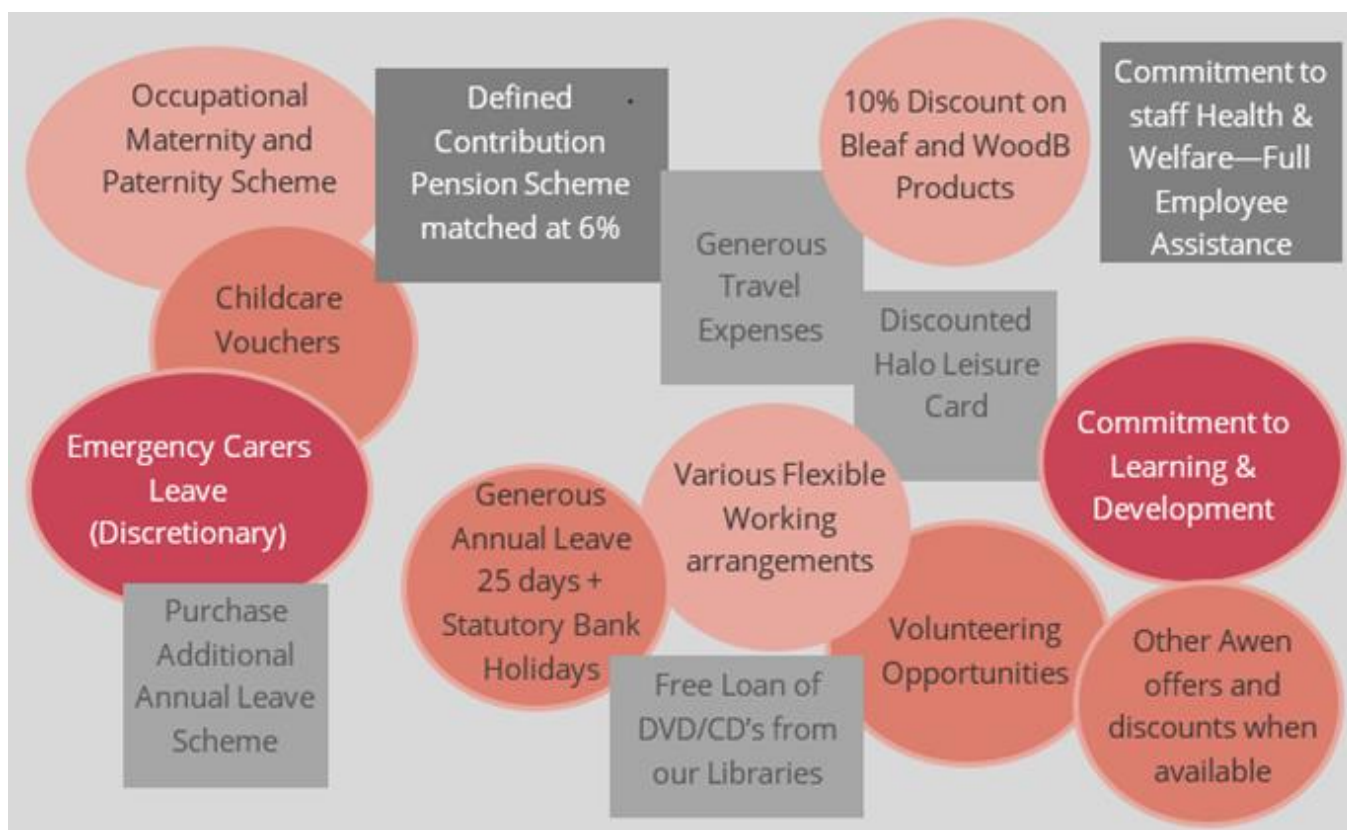
References

Two satisfactory references of which one should be your last employer. Where possible, both should be from previous employers.

Probationary period

New staff appointed to Awen Cultural Trust will be subject to a 6 month probationary period.

What we can offer



The person:

Personal Qualities and Values

- Pleasant and Courteous Manner (E)
- Trustworthy and reliable (E)
- Ability to work on own initiative as well as a key member of a team (E)
- Flexible and proactive approach and attitude (E)
- A commitment to providing excellent customer service (E)
- Enjoys working in a busy customer services focused role (E)
- Interest and enthusiasm in theatres and arts
- Forward thinking and able to contribute to the development of Awen (D)

Qualifications and Training

- Good standard of education, equivalent to NVQ/QCF Level 2, or the ability to demonstrate competence through experience (E)
- NVQ Level 2 in Customer Service or similar (D)

Skills and Abilities

- Able to organise work to meet deadlines (D)
- Good verbal and written communication skills (E)
- Ability to follow instructions (E)
- Good time management (E)
- Good numeracy skills particularly in relation to handling cash (E)
- Ability to speak Welsh (D)
- Ability to lift, move and carry loads/stock and other equipment/items as necessary (E)

Knowledge and Experience

- Experience of working as part of a team (E)
- Experience in a customer service role (E)
- Evidence and understanding of Awen's offer and services (D)
- Experience of dealing with financial transactions and cash handling (D)
- Experience of using a variety of ICT packages including Microsoft packages (D)
- Knowledge and understanding of health and safety regulations for theatres and live events (D)

E - Essential

D- Desirable

Criteria tested by:

I - Interview

APP- Application Form

AS - Assessment

Cert- Certification

Awen aspire to have a workforce that reflects the diversity of the communities we serve. Therefore, we welcome applications irrespective of gender, ethnic origin, religion, belief, sexual orientation, age or disability. We consider ourselves to be a family friendly employer and offer various flexible working patterns.

We are committed to interviewing all disabled applicants that meet the essential criteria for the post. In addition, we will make reasonable adjustments and make our process accessible to disabled applicants. These are commitments that Awen have signed up to under the Disability Confident Scheme.



Applicants are made through an online application form. If another accessible format is required, please email recruitment@awen-wales.com or call 01656 754825.