

Job Description

JOB TITLE	Events Supervisor
SERVICE AREA	The Ashcroft
RESPONSIBLE TO	Facility Manager
PAY RATE	From £9.25 to £10.75 per hour depending on experience

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:

JOB PURPOSE/ROLE SUMMARY

To take overall responsibility for all staff and customer activity during the start and finish time of the shift including all operational matters. To always provide a high standard of service and presentation to clients and customers, ensuring that fellow staff members are delivering a high standard of service. To undertake all duties concerned with the smooth running of the bar and waitress service at The Ashcroft and to work diligently whether self-motivated or directed by the Facility Manager. The Events Supervisor will share RLT's sense of pride in The Ashcroft.

MAIN CONTACTS

Facility Manager, bar and waitress staff, and customers.

KEY RESPONSIBILITIES

Report directly to the Facility Manager and manage the service and customer team to deliver high quality services. The Shift Supervisor will demonstrate leadership, motivational and management skills, to develop positive enthusiasm amongst the staff team on shift.

HOURS OF DUTY

Hours to suit the needs of the business but ideally evenings and weekends

Facility Management

- Be a key holder for The Ashcroft and effectively carry out opening and closing procedures.
- Will need to hold a personal bar licence for The Ashcroft (RLT can apply for if not currently held).
- Ensure the facility is complying with licencing laws.
- Check and perform relevant site specific matters such as cleaning and testing protocols in accordance with Health & Safety Procedures when necessary.
- Take all relevant steps to minimise risks by ensuring that any real or potential risks are reported to the Facility Manager
- Complete daily banking, building checks, meter readings and other administrative tasks
- Report and maintenance issues, accidents, or problems to the Facility Manager.

Staff Management:

- Ensure that the team are set-up for service with clear understanding of duties and responsibilities.
- Motivate and lead staff to complete daily tasks, check their work, allocate breaks and all necessary actions to ensure the facilities are excellently run for the duration of the shift.
- Support all staff in their duties, cover breaks where necessary
- To be responsible for any staffing issues and arrange cover for absences whilst on duty, deal with sickness, requests for holiday, and rota changes whilst on shift with the Facility Manager's support
- Carry out informative and effective on the job training for new staff joining The Ashcroft, and update existing staff on all new facility/trust initiatives, systems of work/good practice, policies and procedures

Customer Service

- Ensure familiarity with event, venue and delivery of service
- Ensure areas are clean and tidy, and constantly meet Covid-19 secure guidelines

- Ensure excellent communication with all staff members and management
- Resolve customer care issues on a shift by shift basis including conducting daily walk around to identify customer care issues and dealing with customer complaints and issues.
- Perform customer show arounds if requested by the Facility Manager.
- Deliver exceptional customer service, setting an example and tone for the rest of the team to follow.
- Deal with emergencies, first aid requirements and any other eventualities that arise during a shift.
- To oversee the bar takings and till management.

General Responsibilities

- Any other tasks or responsibilities as required.
- Complete project based work to support the Facility Manager.
- Assist with Facility Manager responsibilities as required.

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:
ALL ROSSENDALE LEISURE TRUST EMPLOYEES

- To undertake any training and development as required by Rossendale Leisure Trust Ltd.
- To work five days out of seven, in any one week.
- To work at any of Rossendale Leisure Trust's facilities, as and when required.
- To work outside normal hours of work, as and when required,
- To abide by all Health & Safety legislation and all Policies and Procedures of Rossendale Leisure Trust Ltd.
- To maintain confidentiality and discretion in respect of the Trust's operation of its business affairs.
- To achieve and provide the highest possible standards in customer care.
- To undertake any other duties, which may fall within the nature, scope and skill levels of the post.

MEASUREMENT: Objectives and targets will be agreed and formally reviewed on a regular basis as part of the Trust appraisal process.

CONFIDENTIALITY: All information concerning the company business, employees and customers must be treated with the strictest confidentiality at all times

NOTE: This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes to the post holder's responsibilities.

EQUALITY ACT 2010: Where appropriate, the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability.

DATED: June 2021