Job Description

Casual event supervisor

Salary: £11.92-£13.42 dependant on experience

Hours: Zero / casual

Closing date: 01.10.24

Rossendale Leisure Trust, established in 2004 strives to improve the health and wellbeing of the local community through sport, physical activity and community development projects. We aim to provide quality service and engaging experiences that enrich lives in Rossendale.

Overview

To take overall responsibility for all staff and customer activity during the start and finish time of the shift including operational matters. To always provide a high standard of service and presentation to clients and customers, ensuring that fellow staff members are delivery 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 Role

Facility Management:

- Be a key holder for The Ashcroft and effectively carry out opening and closing procedures.
- Will need to hold a personal licence for The Ashcroft (RLT can apply if not currently held).
- Ensure the facility is complying with licensing laws.
- 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 when required.
- Report any 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 excellent run for the duration of the shift.
- Support all staff in their duties and cover breaks where necessary.
- To be responsible for any staffing issues and arrange cover for absences whilst on duty, deal with sickness, request for holidays 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/trusts initiatives, systems of work/good practice, policies and procedures.

Customer Service:

- Ensure familiarity with event, venue and delivery of service.
- Ensure excellent communication with all staff members and management.
- Resolve customer care issues on shift by shift basis including conducting daily walk round 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 air requirements and any other eventualities that arise during a shift.
- To oversee the bar takings and till management.

General Responsibilities:

- Setting up and dismantle of events.
- Any other tasks or responsibilities as required.
- Assist with facility manager responsibilities as required.

Desirable skills

- Excellent communication and interpersonal skills, with the ability to build rapport with a wide range of people.
- A positive and can-do attitude, with a commitment to providing exceptional. customer service to the customers.
- Ability to work independently and take initiative.

To apply

If you feel you have the required skills and attributes to carry out this vital role, please email your CV with a covering letter to team@the-ashcroft.co.uk

Employee Benefits

- **Competitive company pension**
- **24 days holiday plus bank holidays**
- **Discounted family activity sessions**
- **Hospitality discounts**
- **Free leisure membership**
- **Child courses & club discounts**
- **Free on site parking**
- **20% off birthday parties**
- **Free recreational skiing at The Hill**
- **Rosso bus ticket staff discount**