

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | CASUAL STADIUM GENERAL ASSISTANT |
| HBC Grade: | **HBC1** |
| Service: | **Stadium Operations** |
| Division: | **Stadium and Catering** |

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| **Main Purpose of the Role**  |
| To ensure that all customers have an enjoyable experience of the Stadium and its operations. |

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| **Key Duties**  |
| **1** | To ensure that all customers have an enjoyable experience at the Stadium by receiving excellent customer service. |
| **2** | To communicate effectively with customers and the management team to deal with issues that may arise from time to time. |
| **3** | To accept appropriate responsibility ensuring that all-relevant health & safety and licensing laws are adhered to. |
| **4** | To have the ability to work as part of a team and be proactive in providing a high standard of service and customer care. |
| **5** | To keep accurate records for all cash transactions in accordance with guidelines provided by Halton Borough Council Internal Auditors. |
| **6** | To set up rooms in good time for the customer as per function sheets, maintain equipment and ensure correct equipment is in the rooms. Keep storage areas tidy.  |
| **7** | To take responsibility for deliveries. |
| **8** | To undertake general administrative work that will include the accurate recording of customer messages/enquires and mail. |
| **9** | To undertake in the service of food and alcohol in accordance with the Stadiums premises licence and food handling procedures. |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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|  | **Education**  | **Experience**  | **Knowledge**  | **Skills & Abilities**  |
| **ESSENTIAL** |  |  |  | Good communication skills |
|  |  |  | Ability to deliver and maintain high levels of customer service |
|  |  |  | Ability to work under instruction and also on own initiative  |
| **DESIRABLE** |  | Experience of working in a stadium or similar environment  |  |  |
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| **HOW IDENTIFIED**  | Production of qualifications at interview  | Application / Interview / Assessment  | Application /Interview / Assessment  | Application / Interview /Assessment |

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|  | **Other requirements of the post**  |
| **ESSENTIAL** | 1. Physically fit as you will need to be on your feet for long periods of time
2. Flexible approach to working hours
3. Good understanding of positive customer care requirements
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| **DESIREABLE**  |  |
| **HOW IDENTIFIED** | Interview / Assessment / Production of documentation  |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.