

# Goostrey Village Hall Supervisor – Job Description

## General

The primary objective of the job is to provide a high quality and customer focussed service to all hirers and users of the Village Hall, whilst also ensuring that the facilities are well maintained and operated safely, securely and cost-effectively. A secondary objective is to promote the Village Hall to Goostrey residents and others.

The job holder will be directly responsible to the monthly meeting of the Parish Council for all aspects of the running the Village Hall. For day-to-day administrative purposes (financial, HR etc), the job holder will line report to the Parish Clerk.

## Duties

Operate and maintain the on-line booking system.

Respond to phone queries by hirers (by phone, email or letter) and show them around the facilities when requested.

Generate booking requisitions and liaise with the Parish Clerk to ensure that all orders and invoices are issued.

Operation and maintenance of the electronic door entry system.

The Village Hall Supervisor must ensure that hirers (and trades people) can gain access to the premises for their event and that they understand how the facilities work and their responsibilities. Ensure that the premises are secured after each event (using the door entry system).

Set out tables, chairs and any other equipment ahead of each event, as requested and ensure that they are put away after each hire.

Ensure that the Village Hall is kept clean and tidy for all hirers, including the school's use during term time. This includes the job holder carrying out any essential cleaning between hires, where necessary, in addition to the regular cleaning of the facility.

Ensure that consumables are ordered, stocked and replenished at all times (eg toilet paper, soap, cleaning products).

Provide a monthly report to the Parish Council on occupancy, income and expenditure, and any issues. Make recommendations for changes and improvements so that the hall maximises its income whilst enabling usage by the local Goostrey community.

Identify maintenance tasks and undertake minor tasks, eg changing light bulbs, where it is safe and reasonable to do so. Liaise with the Parish Clerk to engage the appropriate trades people when needed.

Maintain a high standard of cleanliness in all areas of the building listed below plus emptying of refuse bins (including the bins outside the main door), window cleaning and deep cleaning tasks. Regularity of cleaning to be agreed with the Clerk and will be inline with any Government Regulations for COVID-19.

- Lounge and bar servery kitchen
- Toilets
- Committee room
- Parish office
- Main hall and stage
- Entrance Hall and corridors

Ensure that the Village Hall is promoted as a venue within Goostrey Parish and more widely using websites, notices, adverts in local publications etc. This is to ensure that there is a high level of occupancy, whilst giving priority to Goostrey residents.

### **Hours of Work and Remuneration**

The job holder is required to be available at hours to suit hirers and other users of the Village Hall, which may include evenings and weekends.

28 days paid holiday per annum pro rata (plus equivalent number of days in lieu of Bank Holidays if worked).

Pay will be £10.00 per hour (paid monthly in arrears), the working hours will start at 5 hours per week, and will rise to a maximum of 20 hours per week subject to the number of bookings. Evenings and weekends when needed to meet needs of hirers.

Any payment and hours for caretaker services (putting up and taking down chairs and tables etc) will be paid in addition to weekly pay.

### **Requirements/Experience**

Essential:

- Standard DBS check (as the school uses these premises).
- Ability to use a computer and a smart phone/tablet including email, word and on-line booking system). Familiarity with Social Media (eg Facebook and twitter) would also be an advantage. Equipment and additional training will be provided by the Parish Council.
- Motivated to provide excellent customer service.
- Ability and willingness to co-operate and work flexibly with other people.

Desirable:

- Previous experience of caretaking or managing a public facility (including COSHH and Health and Safety Legislation)
- Living in, or close to, Goostrey village.

### **Notes:**

The term 'Village Hall' includes the hall, lounge, committee room, corridors, entrance way, kitchen, toilet facilities, and outside areas under the control of the Parish Council.

The Village Hall is shared with Goostrey Community Primary School, for certain periods of the day during term time.

There will be a 6 month probationary period for the new job holder before the position is made permanent.