

# Job Profile

## Events Assistant (Guildhall)

Grade C HAY646C

Date created: 20<sup>th</sup> February 2025

### About the Job

- Working as part of the front of house operational team, you will support the delivery of the cultural programme at the venue. You will welcome and assist corporate hirers, visiting artists, cinema customers and those attending our varied music, comedy, and live events programme – under the guidance of the on-shift Operations Supervisor, all whilst ensuring a safe and enjoyable experience for all.
- You will play a vital role in the success of the venue and the cultural programme by ensuring that spaces are set up and ready for our customers, making sure that you are available at all times to assist with technical support, catering needs and any questions they may have.

### This is what we need you to do...

- Deliver a vibrant and engaging cultural programme, to include music, comedy, performance, and cinema, ensuring a welcoming atmosphere, finding ways to go the extra mile, and taking time to understand all our visitors to ensure that they are getting what they want and need.
- Set up and reset multiple spaces several times a day, including moving and lifting of tables, chairs, seating unit, staging unit, event barriers and other equipment as per the requirement of the event schedule.
- Provide a warm welcome to customers, visiting artists, companies, and external stakeholders to the venue, fostering a supportive and inclusive environment that celebrates arts and culture.
- Promoting the City as an ambassador, believing in the City's heritage and culture, telling stories to enthuse our visitors and show passion and excitement for the city and its offer.
- Use the hires calendar and event schedules to ensure that the needs of all customers and delegates are met and be available to answer any questions or resolve issues that arise during the day.
- Handle customer enquiries, feedback and complaints with confidence and care, following procedures to ensure every visitor feels heard/supported.
- Be an ambassador for the venue and the culture sector, by embracing and promoting the cultural programme.
- Develop a good level of technical understanding for hires, events, and cinema, with the setup of PA systems, microphones, and projectors, troubleshooting where necessary and identifying service improvements.
- Act as Operations Supervisor when on shift in the event of an emergency where a Duty Manager becomes unavailable.
- Take pride in the appearance of the venue by undertaking regular floor walks to ensure that both internal and external areas of the venue are always presentable and looking their best, including regular cleaning and maintenance to uphold a high standard of cleanliness and functionality.
- Ensure high standards of security and safety of the venue, its contents, and customers. Proactively report issues with facilities, health and safety (undertaking first aid, fire warden duties, and EVAC Chair evacuation) and potential security threats.

### General duties...

- Make decisions in response to continually changing customer needs and expectations, including anticipating demands and forward thinking but also solving on the spot problems.
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money, and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

### Special Conditions

- This post is subject to annualised hours and includes evening and weekend working.
- This post will support the wider Culture service and may be required to work across other venues within the service as needed.
- You will act as key holder and will open/close the venue on a rota basis.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review, and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience in visitor operations, ideally in a visitor attraction, cultural venue or within the heritage/cultural sector.
- Experience of working in a customer service/front facing setting.
- Experience of working in a cinema or events setting.
- Experience of providing basic technical support in an event setting.
- Experience of handling difficult situations including complaints handling, sensitive issues, unusual requests and coping well under pressure whilst in public situations.
- Experience in using a variety of computer systems including Microsoft Office and event diary management systems.

### Knowledge, Skills and Understanding

- Possess or are actively developing good knowledge of Gloucester and have an interest in the events and cultural industry.
- Understanding of equity, equality, diversity, and inclusion with a commitment to creating a welcoming, inclusive, and family-friendly environment.
- Passion and enthusiasm for excellent customer service.
- Strong written and verbal communication skills with the ability to present to large groups of people.
- Ability to confidently make decisions, communicating them clearly, whilst often working under conflicting pressures.
- Good team player, flexible and adaptable, and willing to grow experience and skillset across various aspects of the service.
- Ability to work with changing technology and embrace change and digital transformation.
- Both customer and results focused. Proven self-motivator with the ability to work with varying and rapidly changing pressures.
- Ability to problem solve – less referrals, more ownership.
- Well organised and attentive to detail.
- Friendly and approachable manner with a passion for helping people experience culture and heritage.

### Behavioural Attributes

- **Deliver value in a green and sustainable way:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations whilst contributing to Net Zero emissions targets.
- **Forward thinking with innovation:** Being creative and using your initiative you actively seek to improve and future proof services and processes.
- **Work together to make residents lives better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the city:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Treat all with fairness, compassion, and respect:** You are courteous to customers and colleagues and considerate of other circumstances and feelings, keeping an open mind.

Expected to perform at Level 1 of Gloucester City Council's Employee Behaviours Framework

### Education & Qualifications

#### Essential

- EVAC Chair trained or prepared to undertake training.
- First Aider or prepared to undertake training.
- Prepare to undertake training to become a fire warden.