**JOB DESCRIPTION**

<table>
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<tr>
<th>Job title:</th>
<th>Venue Operations</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>House Team Leaders, House Shift Managers</td>
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<tr>
<td>Department:</td>
<td>House</td>
</tr>
<tr>
<td>Direct Reports:</td>
<td>N/A</td>
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<tr>
<td>Date:</td>
<td>February 2019</td>
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**JOB PURPOSE & GENERAL INFORMATION**

To use a complete customer-focused approach to ensure the comfort and safety of all of our student members and customers, to monitor and maintain security of the premises and to facilitate the smooth running of events.

The House Management Team will manage the customer service, safety and cleanliness in all our premises each evening and during main daytime events, ensuring that they are aware of all that is planned for their shift and then helping to facilitate its smooth delivery.

The post holder will provide the main welcome to all members and customers and, working closely with the Bars, Catering and Entertainments & Events teams, will ensure that the members and customer needs are met throughout their time in our premises.

The post holder will also take a shared responsibility for the maintenance and appearance of the premises working within the House team.

The post is an integral part of the House team and will be the focus for managing our buildings during the evenings and events.

**MAIN DUTIES AND RESPONSIBILITIES**

**Standards & Service**

- To ensure the safety and comfort of all members, users and customers, and maintain the highest standards of customer service at all times.
- To ensure all users are welcomed to the building, guided to the appropriate area and supported by appropriate staff if required throughout their visit.
- To maintain the security of the buildings and grounds at all times ensuring the premises are vacated at the end of the evening.
- To ensure that appropriate standards of behaviour are maintained on the premises by members, customers and staff.
- To ensure that the premises are maintained and cleaned to a high standard.
- To monitor and control activity in the close vicinity of the premises.
- To maintain a calm and controlled attitude at all times.
- To assist with the completion of all appropriate safety checks before any event, to maintain appropriate logs and to complete any appropriate reports relating to customer behaviour or premises maintenance or safety.
To ensure that all areas in use are clean, adequately prepared to stated requirements, heated, ventilated, and lit in advance of user’s arrival – working in close partnership with bars, catering and event management teams.

To understand the principles of people flow management and effectively deal with customer access for meetings, major events, event intervals and other pressure points.

To empty and set up rooms, where time allows, for meetings or events during the evening or in preparation for the following day.

To monitor and control member and customer activity in the close vicinity of the premises.

**Supporting the House Management Team**

- To liaise closely with box office, catering, bars, event and technical managers to ensure the smooth running of any events in our premises.
- To maintain systematic and positive communication within the House team to ensure the highest standards of premises maintenance, cleanliness and safety management.
- To assist in a building evacuation should the situation occur.
- To assist Marketing staff to publicise events or obtain market research information if required (e.g. exit flyers after events).
- To provide ongoing feedback on ways to constantly improve our standards of customer service.
- To check tickets and identification as required.

**KEY RELATIONSHIPS**

- House Team Leaders
- House Shift Managers
- Senior House Manager
- Bars Shift Managers & Bars Teams
- Customers and Members

**OTHER:**

- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
**PERSON SPECIFICATION**

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**Person Summary:**
An enthusiastic, friendly and competent individual who has high expectations of themselves and others, with a passion for excellent service and the ability to successfully maintain and deliver that service at a consistently high standard.

**ESSENTIAL:**

**Knowledge and Experience:**
- Demonstrable experience in a customer-focused role.
- Experience of managing customer flow and queues for events.
- Experience of managing difficult customers in an appropriate manner.

**Personal skills and attributes:**
- A genuine interest in working in the customer service industry and the ability to enhance the customer experience through delivering excellent service.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to customers.
- The ability to build and maintain good working relationships with fellow staff and members/customers.
- The ability to maintain a mature and calm disposition.
- High personal standards of performance and pride in your work.
- A willingness to learn new skills as required and undertake appropriate training.
- A willingness to go the extra mile to ensure the job is done to the highest possible standard.
- Smart personal appearance.
- Experience of managing difficult customers in an appropriate manner.
- Reliability and honesty.
- A well-presented appearance.
- Good sense of humour and an understanding of how to be happy at work.
- Flexibility in terms of hours worked/shift patterns in all Bars units.

**Other:**
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.
**Human Resources**

**JOB DESCRIPTION & PERSON SPECIFICATION**

**DESIRABLE:**

**Knowledge and Experience**

- Experience of cash handling.
- Working knowledge of evacuation procedures
- Working knowledge of Health and Safety issues relating to public spaces and events

**Shared Values:**

Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.

- Students first
- Home from Home
- A place for all
- Power to change

**Shared Competencies:**

- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Knowledge & Skills Development
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 1 position.