

Job Description and Particulars of Appointment

1a. Details of Post

Title:

- Post: Front of House Steward/Bar steward.
- Post Number: P11202
- Grade and SCP: Grade 1
- Function and Group: *Place Directorate, Theatre Services*

1b. Service Area & Team

Shropshire Council is undergoing a large-scale transformation programme aimed at 'Creating a better future', which puts improving the quality of life of all local people at the heart of everything we do.

Their satisfaction will drive our decision making and we are committed to changing for the better, by working together in new ways across the whole council and with our local partners. Front line services will be empowered to make decisions on the best form of service delivery and will have control of the necessary resources to do so.

The People's function is concerned with promoting a healthy and inclusive society within Shropshire. This will be carried out through partnerships and collaborative working with health, housing, the private and independent sector.

As a member of the *FOH Team* within the *Theatre Severn Service Area*, you will support the delivery of the transformation programme in line with the Council's vision, values and strategic objectives.

2. Level & Purpose of Post

The Post holder is responsible to the FOH Manager who in turn is responsible for the post holders health and safety, training and development.

3. Key Responsibilities

The post holder will be:

- Responsible to the FOH Manager who is in turn responsible for the post holder's health and safety, training and development.

4. Main Duties

Working as part of the FOH team, dedicated to ensuring the smooth operation of the FOH facilities.

1. To undertake on a shift rota basis the role of Steward; this may change from time to time in relation to the programme of activities and customer demands.
2. Provide quick, efficient and quality bar service to Theatre customers. This includes setting up for bar service, preshow, interval and occasionally post show service.
3. Assist in the set-up of functions, liaising with the FOH Manager and other departments as necessary.
4. Comply with relevant licensing, health & safety, PRS and other legislation.
5. In conjunction with the FOH Manager, monitor stock levels.
6. To report and record all accidents, incidents, loss and damage.
7. To assist in ensuring the safety, security and comfort of all venue users.
8. To assist the FOH Manager in providing a high quality, customer orientated and profitable bar service.
9. To undertake regular cleaning of bar/kiosk equipment as appropriate.
10. To ensure effective stock rotation for minimising stock loss and to maximise sales.
11. To collect, collate and record monies taken and control of floats.
12. To promote Theatre Severn by direct contact with customers.
13. To provide accurate and up to date information for the public.
14. To identify his or her own training needs for consideration by the FOH Manager.
15. Carrying out duties of a similar nature as required.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

5. Performance & Customer Focus

The post holder will ensure they:

- adopt a customer focused approach when delivering their service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for their service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

6. Conditions of Service

Please note that consultations are currently taking place on changes to terms and conditions to be effective 01 October 2011. If implemented, these changes will affect a range of terms and conditions, including hours of work, annualised hours, additional payments and annual leave. Any changes arising from these consultations will over ride the conditions of service detailed below.

- a) The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.
- b) The post is based at Theatre Severn.
- c) The post is Casual.
- d) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- e) Annual leave entitlement is as follows: In accordance with the working time directive you will accrue an entitlement to annual leave, in direct proportion to the hours you actually work, with effect from appointment. On a quarterly basis we will calculate the annual leave due, and advise you accordingly.
- f) The appointment is subject to *one month's* notice in writing on either side.
- g) Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

8. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

Post holder

Line Manager

Date:

Date: