



## FLITWICK TOWN COUNCIL

### JOB DESCRIPTION/PERSON SPECIFICATION

<b>Post:</b>	<b>Hospitality Porter</b>
<b>Post No:</b>	<b>FTC 10</b>
<b>Responsible to:</b>	<b>Town Clerk &amp; Corporate Services Manager</b>
<b>Responsible for:</b>	

#### **Job Purpose**

1. To undertake multiple tasks to assist in the smooth running of The Rufus Centre as a meeting, functions and conference venue.

#### **Main Responsibilities**

1. To contribute to achieving the objectives for your team, and to the wider Council objectives where possible.
2. To prepare areas within the Rufus Centre for the use for which they have been hired and to set up seating, tables, staging and other equipment as required.
3. To clear up after events and functions and to return equipment and fittings to their stored position.
4. Top up, clean and make any alterations as required to the coffee machines within the building.
5. To cover reception during the hours of 19.15 and 20.15 on those evenings when Town Council meetings are taking place.
6. To meet and greet clients as required and to attend to their needs.
7. To ensure the cleanliness of the Council's facilities and to implement agreed cleaning standards.
8. To promote the principles of customer care, equality, quality management and good health and safety standards.
9. To work with and support any commercial partner of the Council in delivering services or events.
10. To assist in minor maintenance work within any of the Council's premises and facilities.
11. To be the premises supervisor when on duty, looking after the smooth running of the use of the rooms, events & functions, liaising with the hirer and commercial partner and representing the Designated Premises Supervisor when not on the premises.
12. To ensure all conditions of the Premises Licence are adhered to.
13. When supervising the premises to be responsible for safety and good order, supervising any door staff and being the duty First Aid Appointed Person and Fire Warden.
14. When supervising the premises to regularly inspect facilities and ensure their ongoing cleanliness.
15. When supervising the premises, to deal with any customer needs or complaints.
16. To work flexible hours to facilitate the needs of the job. To be a key holder if required.
17. To work to set up or help operate any outside events, whether operated directly or in partnership by the Council.
18. To provide cover for catering staff or to supplement them as required.
19. To carry out stock checks of material /provisions needed and provide the information for ordering such material and provisions and ordering if required.

20. Dispose of/recycle any rubbish collected in or around the building.
21. To assist the Grounds Team as needed in emergency situations to carry out light ground works for example weeding, grass cutting, watering.
22. To operate any machinery in the Rufus Centre e.g. dishwasher, boiler etc. and to carry out visual checks on all equipment before use by staff or clients.
23. To undertake other tasks allocated by the Council which are within the competence and capability of post holder.



## PERSON SPECIFICATION

E = Essential  
D = Desirable

FACTOR	REQUIREMENT
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. Good general education: 5 GCSEs or equivalent including English (E).</li> <li>2. To hold a First Aid Appointed Person Certificate &amp; have had Fire Warden Training when required (E)</li> <li>3. NVQ Cleaning Level 1 or BICS qualification or certificate in caretaking (D)</li> </ol>
<b>EXPERIENCE</b>  E = Essential D = Desirable	<ol style="list-style-type: none"> <li>4. A track record of customer service in prestigious conference and events venue. (D)</li> <li>5. Experience in the caretaking of a multi-use building. (E)</li> <li>6. Experience of cleaning in a professional environment. (E) Experience of working to a high standard Cleaning output standard. (D)</li> <li>7. Experience of operating a range of powered cleaning machines. (D)</li> <li>8. Experience of setting up and clearing areas for an arrange of functions and events, including visual aids. (D)</li> <li>9. Experience of working with catering staff to cater for a range of events from supporting a café environment to prestigious conferences and family events including weddings. (D)</li> <li>10. Experience of maintaining health and safety standards across a multi-discipline organisation. (D)</li> <li>11. Experience of undertaking minor maintenance of premises and plant. (D)</li> <li>12. Experience of generally supporting functions and events and of dealing directly with customers. (D)</li> <li>13. Experience of working in a front-line service with good customer care practice. (E)</li> <li>14. Basic operations of IT systems necessary for the tasks allocated. (D)</li> <li>15. Experience working in a collaborative way with other organisations and communities of place and interest. (D)</li> <li>16. Experience of keeping administrative records and supervising cash. (D)</li> <li>17. Experience of working on own initiative and reporting performance outputs. (D)</li> </ol>
<b>KNOWLEDGE/ SKILLS</b>	<ol style="list-style-type: none"> <li>18. A good grounding in the modern cleaning techniques and a knowledge in routine and periodic cleaning. (E)</li> <li>19. A thorough knowledge of good customer care practice (E)</li> <li>20. A knowledge of basic building and equipment maintenance. (D)</li> </ol>

	<p>21. Ability to keep records and undertake costing of services. (D)</p> <p>22. Verbal communication skills to enable dialogue with colleagues and customers (D)</p> <p>23. Capability of working with internal and external teams and partners. (D)</p> <p>24. Basic understanding of health and safety requirements in relation to caretaking, and a knowledge of COSHH Regulations in relation to cleaning materials. (E)</p> <p>25. Basic IT skills (D)</p> <p>26. Ability to support and cover for catering assistants where necessary (E)</p> <p>27. Ability to offer support a range of events and functions and to take control of the premises when required. (E)</p>
<p><b>Personal Style and Behaviour</b></p>	<p>28. Ability to be self-motivated, innovative and have a flexible approach to work (E)</p> <p>29. Ability to balance conflicting demands and to find acceptable ways forward. (D)</p> <p>30. Ability to work to strict deadlines and to work out of normal hours. (E)</p> <p>31. Commitment to client care, equal opportunity in employment and service delivery and safety. (E)</p> <p>32. Commitment to improving efficiency and effectiveness (E)</p>