

Osmani Centre

Job Description and Person Specification

Job Title:	Events & Premises Officer – (Evenings & Weekend)
Hours:	25 Hours per week (PT) - Evenings and Weekends Post holder will be required to provide some cover during weekdays (shift working pattern), cover for staff holidays and emergencies. Must be flexible to meet centre business needs and demands
Salary:	£11,000 (inclusive of ILW) depending on skills and experience
Responsible To:	Centre Manager
Responsible For:	Customers and clients, centre operation and maintenance, sales and promotion of centre, administration of bookings system, facilities and events management
Contract:	Fixed term until 31 st March 2016 (extension subject to funding and performance)

Job Purpose

The Events and Premises Officer will play a key role in ensuring the smooth operational running of the Osmani Centre. The post holder will be responsible for supporting the Centre Manager in the efficient and effective day to day management of the Osmani Centre, administration of bookings and events, building maintenance and repairs, improving customer service and business performance through sales and promotion of the Centre.

Main Duties and Responsibilities:

- To work as part of the Events and Premises Team to ensure that the Centre is maintained to a high standard.
- To open and close the Centre according to schedules.
- To operate the Building Management System (BMS).
- Lock doors and gates and setting alarms in accordance with schedules or as necessary to maximise the security of the Centre at all times and minimise the opportunities for theft and vandalism.
- To attend the premises when alarm is triggered out of hours, liaise with Police as necessary and to ensure the premises are secure.
- To undertake checks of the plant room, boilers and heaters in accordance with schedules and to take any remedial action necessary or to report faults so that remedial action can be taken as soon as possible, to enable centre bookings and activities to take place without disruption.
- To provide excellent customer service to external clients and visitors.
- To be the first point of contact; meet and greet visitors and guests to the Centre in a friendly and courteous manner.
- To carry out reception duties during evenings and weekends.
- To keep the reception and surrounding area clean and tidy at all times.
- Maintain and overlook guest signing in book to ensure that all guests and visitors are signing in and out of the building as directed.
- To answer telephone calls courteously and transfer to relevant people and projects.

- To take delivery of mail and redistribute within the Centre.
- Assist in marketing and promotion of Centre facilities through mail outs, email campaigns, advertising, community events and leaflet distribution.
- Increasing bookings and thereby developing relationships between those using the Osmani Centre.
- Support the Centre Manager to meet yearly income targets.
- Support the Centre Manager by ensuring the Osmani Centre website is up to date.
- Basic cleaning and maintenance of the Centre including front entrance, foyer and communal areas.
- To undertake routine cleaning as a result of spillages and other accidents to ensure that the Centre is a clean, safe, healthy and comfortable place for visitors, staff and other users to work in/use.
- To carry out daily routine checks on all rooms within the Centre in order to ensure a smooth transition from one booking to the next and log maintenance tasks.
- Organise collection of all on-site waste disposals.
- To carry out routine refreshments stock inventory and ordering/restocking of consumables from local wholesalers for Centre events use.
- To maintain and order photocopy machine and printer ink cartridges as and when needed.
- To take venue booking queries and log them onto the electronic system.
- To prepare rooms/facilitates for events, conferences and meetings which includes setting up and packing away of equipment's, electronic devices and tables and chairs.
- To be familiar with the use of audio and visual equipment which includes set up of smart boards, projector, laptop, sound systems and mic lecterns.
- To support the Centre Manager with repair and maintenance issues, including identification of need, specification of requirement, contacting and arranging contractors and supervision of works carried out.
- To assist in the arrangements and control of all premises furniture, equipment and related items.
- Write and post notices and information documents/leaflets in and around the building.
- Develop effective liaison with internal projects and their staff, to ensure the smooth running of the Centre and its activities.
- Ensuring the building is safe and secure at all times.
- Manage storage space and equipment use within the building.
- The post holder will need a strong commitment to helping members of the community get involved and help manage events at the Centre.
- The post holder will also need to be self-reliant, motivated and able to prioritise activities.
- Work as part of a team.
- Flexible to work unsociable hours and days when required.
- To participate and attend meetings, excursions and events of Osmani Trust.
- Attend relevant training for further development.
- To be aware of and adhere to OT policies and guidelines.
- Any other duties or tasks may be allocated by Centre Manager or Senior Managers.

Health and Safety:

- Operation of the building under the requirements of the fire risk management certificate, including the routine testing, recording of tests and of the fire detection and prevention systems.
- Liaison with local fire services as required.
- To assist with Fire Safety procedures as required.
- Maintenance and testing of the emergency lighting system.
- To provide first aid treatment (after relevant training).
- To comply with Health and Safety legislation, Trust policy and good health and safety working practices in relation to the use of the Centre facilities and grounds and own duties and responsibilities.
- Report any breaches of safety regulations/policies or other safety concerns to the Centre Manager, to enable the centre to be safe and healthy places for staff and service users.
- Report to the principal or designated person any non-structural hazards (i.e. broken/ loose furniture/play equipment) or structural faults that are seen which cause concern or may be in an unsafe condition.

Performance:

The effectiveness with which the post holder performs their duties will be measured by:

- The achievement of specific performance targets agreed with the Centre Manager at bi-annual appraisal meetings.
- The assessed manner by which the post-holder fulfils the role, and meets various business requirements, particularly in terms of customer service, time and attendance.
- The assessed contribution the post-holder makes to the achievements of the team, promotion of the Centre, income generation and the achievement of the business aims and objectives.
- The assessed level of innovation, attitude and enthusiasm the post-holder demonstrates.

PERSON SPECIFICATION

Job Title: Events and Premises Officer

Qualifications	Essential or Desirable
Youth and Community Background	Essential
Educated to A' Level or higher	Desirable
Appropriate qualification in a customer or service related discipline	Desirable
Computer literate with knowledge of word, excel and access	Essential
Full Clean Driving License	Desirable
Knowledge	
Good knowledge of community development and facilities management	Essential
Good knowledge and experience of marketing building facilities	Essential
Good knowledge and experience of facility maintenance	Essential
Good knowledge of events and conference management	Essential
Experience of income generation and budgetary control	Desirable
Good knowledge of issues affecting communities living in urban, multi-ethnic environments	Essential
Understand the needs of young people and the local community	Essential
Understand community empowerment and engagement	Essential
Skills & Experience	
Ability to market and promote new services/ facilities to the local public and key stakeholders	Essential
Experience of working within the voluntary sector and statutory partners	Essential
Excellent customer service and communication skills	Essential
Confident and able to work on own initiative	Essential
Able to prioritise work and demands	Essential
Able to work as part of a wider team managing activities and events within the new Osmani Centre	Essential
Able to communicate well – both written and verbally	Essential

Ability to use I. T. word processing and spreadsheet packages, email, Internet and other office equipment.	Essential
Commitment and willingness to undertake training which will improve personal skills and enhance team performance	Essential
Able and willing to work weekdays, evenings and weekends	Essential