**Osmani Centre**

Job Description and Person Specification

**Job Title:** Events & Premises Officer – (must be flexible to meet centre business needs and demands)

**Hours:** P/T Locum Pool – up to 15 Hours per week (Shift work including evenings and Weekends)

Post holder will be required to provide some cover during weekdays (shift working pattern), cover for staff holidays and emergencies.

**Salary:** £7.00 per hour

**Responsible To:** Centre Manager

**Responsible For:** Customers and clients,centre operation and maintenance, administration of bookings system, facilities and events management.

**Contract:** Fixed term until 31st March 2016 (extension subject to funding and performance)

**Job Purpose**

The Events and Premises Officer will play a supporting role within the events and premises staff team. The post holder will be supporting the Centre Manager with evening and weekend shift work, events set up and pack up, reception cover, administration of bookings, building maintenance, and improving customer service.

# 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 manage the opening and closing of the Centre.
* To monitor the Building Management System (BMS).
* To set and unset alarms in accordance with laid down schedules.
* Lock doors and gates and setting alarms in accordance with laid down schedules or as necessary to maximise the security of the Centre at all times and minimise the opportunities for theft and vandalism.
* To undertake checks of the plant room, boilers and heaters in accordance with laid down 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 bookings and activities to take place without disruption.
* To provide external clienteles and visitors with excellent customer service.
* To be the first point of contact; meet and greet visitors and guest 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 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 take venue booking queries and log them into 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.
* Compose, post notices and information documents/leaflets in and around the building.
* Develop effective liaison with existing 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.
* Managing 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 level of innovation, attitude and enthusiasm the post-holder demonstrates.

**PERSON SPECIFICATION**

**Job Title: Events and Premises Officer**

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| **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 | Essential  |
| 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  |