



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Cultural Services	POSITION NO: 91074214
SECTION:	Theatres and Halls	GRADE: 2
JOB TITLE:	CASUAL SECURITY STAFF	DATE PREPARED: 18.08.17
EVALUATION DATE:	21.09.17	JE NUMBER: HCL087

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To ensure a safe and secure environment for customers, touring companies, performers and contractors whilst on duty in the venue.

To provide security for the building when on shift and manage any incidents that arises.

To provide a customer focussed & engaging front line service for the Theatres and Halls service.

To provide routine cleaning as required and undertake basic set ups for shows/events.

To show a flexible attitude towards roles & responsibilities, the needs of the service and the support of professional staff.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults.
2.	To offer a friendly and helpful welcome to all users and visitors as well as providing the highest possible standard of customer care at all times for a wide variety of events including but not limited to high profile theatre shows, conferences, weddings and social events, standing music concerts, exhibitions and headline comedy events.
3	Check ID of individuals on entry to the building, carry out searches as appropriate and refuse entry to any unauthorised personnel or those who do not adhere to venue rules/regulations
4	To be responsive to the needs of customers dealing efficiently with enquiries and routine complaints
5.	Monitor crowd movements and behaviour to identify potential issues or incidents and to take action to resolve as necessary. Ensuring venue rules and regulations are adhered to including escorting customers from the building where needed.

6.	As a member of the Operations Team to be proactive in ensuring and maintaining high standards of health and safety/security including building checks pre and post events. In addition take an active role as a Fire Warden/Marshall in assisting the evacuation of the venues by the public in the event of an emergency under the direction of the Duty Manager or other members of the management team.
7	To supervise other casual venue security staff under the direction of the Duty Manager or other members of the management team.
8.	Ensure all areas are clean and tidy/fit for purpose including carrying out pick-ups in between shows, clearing up spillages or similar and replenishing items in public areas.
9	Complete incident reports as required
10.	To assist with receiving and storing deliveries of items including ice creams, merchandise etc and to carry out rotation of stock as required.
11	Assist with the set up of shows/events as required under the supervision of the Duty Manager/Technical Team.
13	To engage in training and development as and when required.
14	To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post
15.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

Supervising other staff as appropriate when on duty including other casual staff, work experience students, volunteers, trainees and new members of staff as required

2.Responsibility for Customers/Clients:

Working in a team, responsibility for customers at all times, reflecting a positive image of the company

3.Responsibility for Budgets:

None

4. Responsibility for Physical Resources:

Shared whilst on duty –portable equipment in the venue

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

4.Within Service Area/Section:

Maintain collaborative and operational relationships with all staff within the Theatre and Halls team to ensure smooth running of events and high levels of customer service

5.With Any Other Company Areas

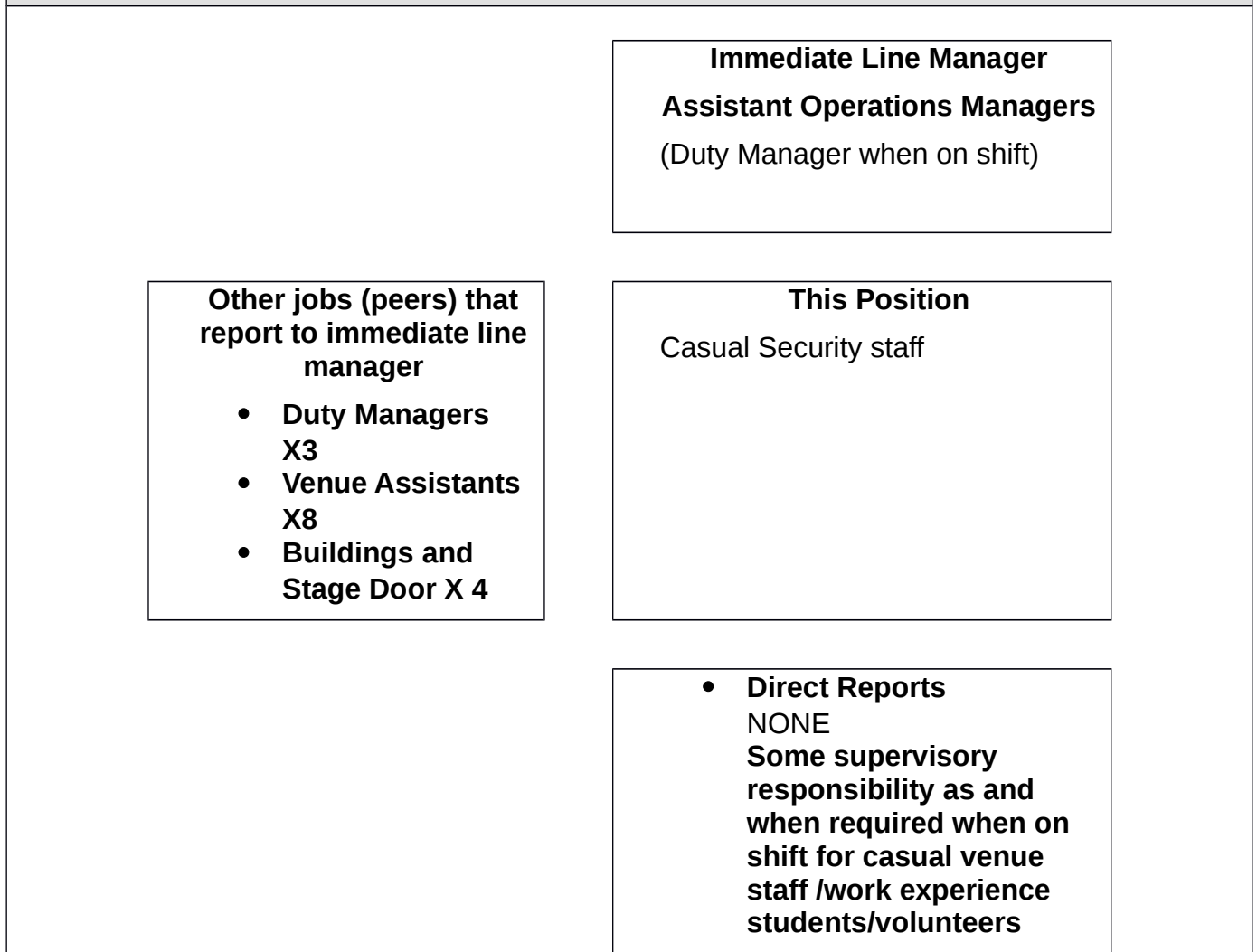
Maintain positive and collaborative relationships with other Company service areas as

appropriate to facilitate effective communications for the benefit of customers and colleagues

6. With External Bodies to the Company

Liaise with artists, agents, clients, customers and organisations when required as appropriate within role ensuring professional conduct and standards are maintained

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			x			N/A	Unsocial hours, Job requires long periods of standing, some manual handling/basic room set up and, some cleaning when

							required
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			x			N/A	As above as well as some events do contain loud noise –ear protection is required to be worn
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		x					Dealing with challenging situations and customers at events.

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.				
<i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring</i>				
1. Qualifications:				
	SIA badge	x		AF,CQ
	First Aid qualification		x	AF,CQ
	Supervisory experience		x	AF,I
	Customer Care Qualification to NVQ level 1		X	CQ
	Counter terrorism training		X	AF
2. Relevant Experience:				
	Experience of working with the general public in a busy customer environment	x		AF,I
	Experience of working in arts and entertainment industry or similar		X	AF,I
	Experience of working in a security role	X		AF,I
	Experience of cash handling		X	AF,I
	Supervisory experience		x	AF,I
	Experience of working with people with disabilities		X	AF,I
3. Skills (including thinking challenge/mental demands):				
	Motivation to work with children and young people and/or vulnerable adults.	X		AF,I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults.	X		AF,I
	Excellent team working skills to ensure the smooth running of events	X		AF,I
	Ability to work effectively under pressure and to tight deadlines	X		AF,I
	Ability to assess the security and health and safety issues associated with working in an arts/entertainment venue	X		AF,I
	Basic IT skills		X	AF,I
	Excellent customer care skills	X		AF,I
	Ability to carry out manual handling	X		AF,I
	Able to work on own initiative	X		AF,I
	High level of observational skills	X		AF,I

PERSON SPECIFICATION		Tick relevant column	List code/s*	
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	Ability to manage difficult situations including physically removing an individual from the building and responding to challenging situations/incidents	X		AF,I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	X		AF,I
	Working knowledge of health and safety policies and procedures relevant to the arts and entertainment industry	x		AF,I
	Understanding of customer care, company complaints policy and procedure	x		AF,I
	Political awareness and understanding of local government, structures, policy and practice		X	AF
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	X		AF,I
	Good interpersonal and customer care skills with the ability to communicate effectively with a variety of people and organisations. Tact and diplomacy in dealing with customers, clients, visiting companies and partners with the ability to remain calm and polite in difficult situations.	x		AF,I
	Ability to diffuse situations quickly	X		AF,I
	Assertiveness to be able to handle difficult situations e.g having to ask a customer to leave the venue or customers refusing to adhere to venue regulations	X		AF,I
	Ability to communicate clearly and concisely over radio	X		AF,I
	Written Skills			
	Ability to produce basic written documents e.g incident forms,	x		AF,I
6.	Other:			
	Self-motivated and able to work on own initiative with a can-do and flexible attitude to work	X		AF,I
	Prepared to take on a hands on approach	X		AF,I
	Physically able to work for an extended period on feet during events	X		AF, I
	Ability to work flexibly and willingness to work unsocial hours including evenings and weekends on a regular basis.	X		AF,I
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	None		N/A	
8.	Disclosure of Criminal Record:			

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement). <i>#Service area to delete as required</i>		N/A	DBS Disclosure
	If the post holder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.		N/A	AF(after short listing)
	If the post holder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)