

HERTFORD TOWN

COUNCIL

JOB DESCRIPTION

TITLE:	FACILITIES OFFICER
SALARY:	£15 per hour
HOURS:	CASUAL HOURS CONTRACT PREDOMINATELY WEEKEND WORK
LOCATION:	HERTFORD CASTLE
RESPONSIBLE TO:	VENUE HIRE COORDINATOR

Hertford Town Council is looking to recruit a Facilities Officer on a casual hours basis to cover weekend and evening functions and community events at Hertford Castle.

PERSON SPECIFICATION

- Have excellent customer service skills to liaise with hirers and guests, event stall holders, sponsors and members of the public.
- Will be required to set up for events and functions and must be capable of moving heavy furniture and be confident to use a ladder if required.
- Possess an understanding and awareness of security provision. The role will necessitate key holding responsibilities, safeguarding visitors, securing the property and grounds, and being confident when acting with authority if required.
- Have a good level of physical fitness and be prepared to work outdoors.
- General assistance and core duties involving building security, assistance and customer care, at weddings and private hire events as well as assistance with large events held within the Castle grounds.
- You must be flexible to change and adaptable to be able to assist in the completion of a variety of tasks.
- This role requires heavy lifting and long periods of physical activity, including carrying kit, and set up and clear down of events.
- You must enjoy working in an outdoor environment, be prepared to work in all weathers and be able to work long days comfortably.
- You must be flexible to work rostered early morning shifts and late-night shifts.

Desirable:

- Certification for First Aid Training and Fire Marshall Training.

MAIN DUTIES:

- To carry out all basic care-taking responsibilities including locking and

unlocking of venues, strictly maintaining the procedures on security and health and safety, routine maintenance reviews to doors, locks, lighting etc.

- To carry out other duties including the configuration and preparation of function rooms for meetings, weddings and events, prior, during and following completion. Ensuring that these tasks are carried out to a high standard of health and safety, safeguarding visitors, the properties and grounds.
- To supply event stall holders and contractors with requirements including power supply, water, marking out pitches etc. in line with Council risk assessments.
- To ensure that legal compliance is met with regards to fire access points, fire safety and site inspections.
- To marshal community events and assist with litter picking, setting up amenities, displaying promotional material, setting up music systems, set out tables, chairs, gazebos etc.
- To welcome visitors and provide general assistance and core duties involving security, care-taking, routine maintenance, including customer care at weddings and events.
- To maintain an orderly state within the venues, assisting cleaning staff, keeping janitorial stores controlled and offices, toilets and kitchens stocked with supplies, ensuring that refuse is properly disposed of and refuse collection arrangements are in place.
- All other duties commensurate with the grade and duties of the post.