

Lancaster City Council - Job Description

Job Title:	Casual Platform Duty Officer	Grade:	7	Job Code:	LCC130
Service/Team:	Environment and Place – The Platform	Role Type:	FIXED	Reports to:	Arts and Events Manager
Line Manages:	N/A				

Job Overview
<ul style="list-style-type: none"> To work as part of the Platform supervisory team providing duty officer cover for events and activities, at The Platform, and other Council venues.
Direct Responsibilities
<p>Platform Casual Duty officer key aims and Objectives</p> <ul style="list-style-type: none"> Provide duty officer cover at the Platform, during events manage all aspects including front of house, security, sound/lighting, licenced bar and box office When on duty be responsible for supervising all operations aspects of a show or event at The Platform Entertainment Venue. Be responsible for allocating monies for the licenced bar and box office aspect of the operation and ensure all the income is accounted for, reconciled and secured in the correct procedure at the end of each event Be aware of legal responsibilities as duty officer, specifically in relation to operating licensed premises and provided designated premises supervisor cover when Arts & Events Manager is unavailable Whilst on duty be responsible for ensuring that daily building checks are undertaken to ensure the building is safe for the general public and private hires and presented to a high standard. Manage public safety and wellbeing at the Platform when events are taking place When required prepare rooms for events including moving and setting up equipment Liaise with visiting artists/companies and collate information to ensure that the event operates efficiently and on schedule On occasion assist in the sale of refreshments and alcohol including cash handling Ensure a PRS form is completed by visiting artists where relevant

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General

- To ensure all staff offer a high standard of customer service
- To ensure high standards of cleanliness are kept throughout the department in line with all Environmental Health Regulations
- Deal with accidents, incidents and complaints in the appropriate manner and ensure details are recorded on the appropriate recording sheets
- Be required to work during the day, morning, evening, weekend and bank holidays where required.
- Provide excellent customer service at all times
- All other general duties commensurate with the grade, as requested by line manager

Primary Objectives

- To ensure events take place safely
- To ensure events comply with licencing requirements
- To provide an excellent experience for customers attending events

Staff Management Responsibilities

While on shift, supervise event stewards and allocate tasks during events, oversee work, motivate and monitor performance.

While on shift, supervise security and sound/lighting technicians issue tasks during events, oversee work, motivate and monitor performance.

Additional Requirements

Change to Hours of work will include bank holidays, weekend and evening work and possible split shifts.

The Council will be under no obligation to offer any hours and you will be under no obligation to accept any hours that are offered.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<p>Must hold a current Personal Alcohol Licence or gain this qualification within 6 months</p> <p>Must hold a current First Aid Certificate or gain this qualification within 6 months</p>		App Form, Interview, Certificate
Experience	<p>Experience of working in an entertainment venue</p> <p>Experience of dealing with private hires</p> <p>Experience of supervising events</p> <p>Experience of security duties including key holder responsibility, opening and closing buildings, operation of alarm systems, undertaking monitoring and safety checks</p>		App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Knowledge of current licensing, health and safety standards relating to an entertainment venue</p> <p>Knowledge of Booking/CRM systems</p>		App Form, Interview

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	<p>Knowledge of sound and lighting equipment</p> <p>Ability to undertake minor items of repair and cleaning duties</p> <p>Good ICT operational skills and knowledge of Microsoft IT products</p> <p>Ability to assist in setting up rooms and events</p> <p>Manual handling skills (ability to move goods, furniture, equipment etc.)</p> <p>Awareness of basic health and safety</p>		
Personal Attributes Including Interpersonal & Communication Skills	<p>Good numerical, written and verbal skills</p> <p>Excellent customer service skills</p> <p>Excellent organisational skills and attention to detail</p> <p>Ability to work as part of the team and also alone with minimal supervision</p>		App Form, Interview
Special Requirements/Other		A Full UK driving License	App Form, Interview
Other Requirements			
Hours of work will include bank holidays, weekend and evening work and possible split shifts.			

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Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee signature:		Print name:		Date:	
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Manager Signature:		Print name:		Date:	
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