



SOUTH LANARKSHIRE
Leisure & Culture
Behaviour based Job Profile
Hall Keeper

Service: Cultural Services	Grade: Grade 1 Level 2
Reports To: Cultural Facilities Officer	Location: Various
Vision and Values	
Our Vision	
Our vision is healthier, happier, more connected lives.	
Our Values	
Our values are, Do the right thing Even when no one's looking • Be a great team Work together. Share ideas. Share mistakes. Share successes • Own it Be accountable for outcomes good and bad. Don't pass the buck • Be positive Be hospitable. Make people feel good.	
Overall Purpose of the Job:	
To ensure the efficient operation and management of a quality hall keeping service within a community facility.	
Main Accountabilities of the job:	
Monitor user groups during lets regarding safety, stewarding and licensing of events (concerts, dances, shows etc. in accordance with SLLC's policies and procedures.	
Supervise a team of facilities employees including preparation of shift rotas, timesheet checking.	
Co-ordinate and undertake all aspects of room/area set up in line with booking requests (including the provision of tea, coffee, biscuits if required).	
Monitor building security, maintenance, heating and internal and external cleanliness in line with quality standards and SLLC policies.	
Clearing and cleaning within the parameters of the building grounds in accordance with SLLC litter policy.	
Undertake minor reactive repairs in line with SLLC procedures and notify line manager of any concerns regarding contractors' activities.	
Undertake completion of appropriate records and paperwork in accordance with SLLC policies and procedures, including hall bookings, both paper and computerised booking system and undertake all aspects of reception duties, as required.	
Advising lessees of their responsibilities regarding lets and advising line managers of any concerns, complying with all aspects of the Health and Safety Management system.	
Liaising with internal and external customers in line with SLLC policy, for Community managed halls, also liaising with management committees.	
Own It – what can you do	
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. 	

- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.

Position Requirements

- **Qualifications:** N/A
- **Recruitment Checks:** As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks for example, Identity, Asylum and Immigration and employment history etc.
- **Disclosure Scotland:** N/A