



SOUTH LANARKSHIRE  
**Leisure & Culture**  
**Behaviour based Job Profile**  
**Hall Keeper**

<b>Service:</b> Cultural Services	<b>Grade:</b> Grade 1 Level 3
<b>Reports To:</b> Cultural Facilities Officer	<b>Location:</b> Various
<b>Vision and Values</b>	
<b>Our Vision</b>	
Our vision is healthier, happier, more connected lives.	
<b>Our Values</b>	
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.	
<b>Overall Purpose of the Job:</b>	
To ensure the efficient operation and management of a quality hall keeping service within an integrated facility.	
<b>Main Accountabilities of the job:</b>	
Responsible for reporting all damage / faults in relation to fabric and fixtures, liaising with management in accordance with SLLC procedures and timescales.	
Monitor user groups during lets regarding safety, stewarding and licensing of events (concerts, dances, shows etc.) in accordance with SLLC's policies and procedures.	
Supporting the diverse needs of internal and external agencies through the planning, organisation and control of activities and resources and forward recommendations to management for the use and improvement of resources.	
Provide assistance to the Facility Manager in relation to the management of facilities for employees including, recruitment and selection, PDR, Training and induction, maximising attendance, assisting with straightforward discipline and grievance issues and delivery of team briefs, 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.	
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.	
<b>Own It – what can you do</b>	
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> </ul>	

- 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