



SOUTH LANARKSHIRE
Leisure & Culture

Venue Assistant Job Profile

Service: Cultural Services	Grade Scale: Grade 1 Level 1 - 4
Reports to: Duty Manager	

Purpose of Job
To provide professional administrative tasks to all necessary aspects of the organisation.

Key tasks and responsibilities
To contribute, through effective team-playing to the overall administrative function.
To collate, process and present accurate information to allow for effective operation and decision making.
Undertake box office/reception duties, promotion of the venue, including event and library display material, cash handling and process membership applications.
To co-ordinate activities as directed by a senior employee.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">• Experience in a public facing environment	<ul style="list-style-type: none">• HNC in event management or equivalent.• Previous work experience in a box office environment
Skills, knowledge, experience	<ul style="list-style-type: none">• Good organisational and communication skills. Understanding of IT and Microsoft packages.• Excellent customer care skills.	<ul style="list-style-type: none">• Previous box office experience• Experience of SR04, Artifax & Plus 2 IT packages
Personal Qualities	<ul style="list-style-type: none">• Supportive team player to work in a flexible and adaptable manner• Customer focussed	<ul style="list-style-type: none">• Demonstrates initiative and drive

Other		
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Safer Recruitment Checks		
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.		
<ul style="list-style-type: none"> • Asylum and Immigration right to work in the UK 		
<ul style="list-style-type: none"> • Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager. 		
<ul style="list-style-type: none"> • Candidate Disclosure Check, where applicable 		

Behaviour Framework		
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:		
Own It – what can you do		
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services. • 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		
<ul style="list-style-type: none"> • 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		
<ul style="list-style-type: none"> • 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.