



SOUTH LANARKSHIRE
Leisure & Culture

Hall Keeper Job Profile

Service: Cultural Services	Grade Scale: Grade 1 Level 2
Reports to: Cultural Facilities Officer	

Purpose of Job
To ensure the efficient operation and management of a quality hall keeping service within a community facility

Key tasks and responsibilities
<ul style="list-style-type: none"> • Monitor user groups during lets regarding safety, stewarding and licensing of events (concerts, dances, shows etc. in accordance with SLLC's policies and procedures)
<ul style="list-style-type: none"> • Supervise a team of facilities employees including preparation of shift rotas, timesheet checking
<ul style="list-style-type: none"> • 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)
<ul style="list-style-type: none"> • Monitor building security, maintenance, heating and internal and external cleanliness in line with quality standards and the Trust policies
<ul style="list-style-type: none"> • Clearing and cleaning within the parameters of the building grounds in accordance with the Trust's litter policy
<ul style="list-style-type: none"> • Undertake minor reactive repairs in line with the Trust procedures and notify line manager of any concerns regarding contractors' activities
<ul style="list-style-type: none"> • Undertake completion of appropriate records and paperwork in accordance with the Trust policies and procedures, including hall bookings, both paper and computerised booking system and undertake all aspects of reception duties, as required
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Liaising with internal and external customers in line with SLLC policy, for Community managed halls, also liaising with management committees

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		
Skills, knowledge, experience	<ul style="list-style-type: none"> • Knowledge of health and safety in a customer environment 	<ul style="list-style-type: none"> • Cleaning experience • Set up and dismantle of equipment for lets and functions

Personal Qualities	<ul style="list-style-type: none"> • Customer focused. • Supportive team player • To work in a flexible and adaptable manner 	
Other		
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

- 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.