



SOUTH LANARKSHIRE
Leisure & Culture

Facilities Assistant (Functions) Job Profile

Service: Operations and Estates	Grade Scale: Grade 1 Level 1
Reports to: Venue Supervisor	

Purpose of Job
To provide practical assistance within the bar, catering and front of house environment ensuring a quality service to our customers.

Main Accountabilities of the job:
- To serve at the bar during functions and events. - To serve food during function and events - To undertake practical tasks in relation to the storage, preparation, including the cleaning of floors, walls, and bar equipment. - To adhere to Licensing regulations. - To operate cash points or relevant cashless system and process sales. - To assist with setting up/clearing of bar area for functions and events. - Assist in stock rotation. - To maintain high hygiene standards. - Ensure customers comfort and welfare during events - Ensure all audience members tickets are checked and they are seated correctly - Assist in the event of an emergency and evacuation of the premises

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		Food hygiene certificate
Skills, knowledge, experience	- Experience of working in a public facing environment. - Knowledge and understanding of Health and Safety in the workplace	
Personal Qualities	- 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.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
- 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

- 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.
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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.