



Banbury Town Council

JOB DESCRIPTION

Post title:	Town Hall Lead Duty Manager
Post No:	BTC 10
Grade:	LC1 SCP 8 (£11.84 per hour) No overtime premium is payable for any evening, weekend or Bank Holiday working.
Hours	The post holder will be employed for 10 hours per week on an annualised basis (days, times and total number of hours may vary per week, to be agreed)

Responsible to:	Event Manager	Post No:	BTC 21
	Events & Hospitality Assistant		BTC 23
Responsible for:	Duty Managers	Post No:	BTC 8 & 9

Key Objectives:

To provide a customer focused service to hirers of Banbury Town Hall to ensure all bookings operate efficiently and effectively.

To provide support to a small team of duty management/caretaking services and dealing with building maintenance requirements at the Town Hall.

To support the successful delivery of Town Events and any other duties on an ad-hoc basis.

Responsibilities:

1. To prepare the necessary rooms prior to the arrival of the hirer as set out on the completed application forms.
2. Before the doors are open to the public check that every gangway, corridor, passage, lobby, staircase or other designated exit route from the premises is entirely free from chairs or any other obstruction & check that all emergency exit doors operate freely.
3. Throughout the duration of each hire, walk the building every 20 minutes to check that the building is satisfactory and that the hirers are complying with the Town Hall's regulations.
4. To remain on site at all times whilst either hirer or members of the public are in the building.
5. To inspect toilets hourly throughout the duration of each hire and clean if necessary.
6. To display and update promotional literature for Town Hall hirers on the notice boards, A-Boards and leaflet rack space as effectively as possible.
7. In conjunction with the cleaner, to maintain a good standard of cleanliness in the building and to be aware of all necessary Health and Safety issues.
8. Maintain a keen observation on the state of repair of the Town Hall, undertaking minor running repairs within his/her capabilities.
9. Escalate matters which require the attention of a specialist contractor as soon as possible to line management.

10. Working with Events & Hospitality Officer to ensure that periodic maintenance requirements, including but not limited to PAT and electrical testing, AV equipment, fire extinguisher servicing, air conditioning and air handling unit servicing and fire and intruder alarm servicing are undertaken as required.
11. To clear away all tables, chairs, staging etc. after the hirer has finished and leave ready for cleaning by the cleaner.
12. To dispose of all rubbish as per the Town Hall waste policy.
13. Promote the full use of all facilities, develop and maintain good working relationships with all customers.
14. Undertake all duties and responsibilities as the nominated representative of the licensee.
15. Accept responsibility for security of the premises at the end of a hire period and to participate in an "on-call" service for the intruder alarm system (for which an additional call out fee will be paid).
16. Oversee and line manage the work of the Duty Managers.
17. To support Banbury Town Council's varying annual programme of events, assisting with the setup, delivery and takedown of events.
18. Undertake any other duties as may be assigned from time to time.

This Job Description was amended by	Toby Russell	on	March 2023
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