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**JOB VACANCY: FACILITIES ASSISTANT (Maintenance) / HOUSE MANAGER**

***Part-time post offering 15 hours a week at £11.44 per hour + enhancement For House Management.***

The Forum is a successful charity run community venue providing a wide range of activities.  It is Northallerton’s main performance venue, offering cinema, theatre, music and comedy to name but a few. It also provides the base for many community groups from the town and surrounding area. Looking at our website [www.forumnorthallerton.org.uk](http://www.forumnorthallerton.org.uk) will give you a taste of what we do.

Reporting to the General Manager, the post will have a key role in maintenance of the building with some house management of our programmed events ensuring that all our customers and users of the building have a superb experience of the Forum. The successful applicants will be part of a small team of paid staff that is supplemented by volunteers assisting in the box office and administrative support, and at events and the cinema.

We are seeking an individual to join our team. Experience of events management and customer service working with a team including volunteers is desirable, however training will be given. As well as the house manager role, the post ensures the basic operational capability of the Forum and its facilities, by opening and closing the building with full regard to security, health and safety, and ensuring the building is clean and ready for use and providing basic building maintenance skills. It will also involve regular contact with members of the public and users of the building, and will be important in maintaining a friendly, community-run atmosphere at the Forum.

Because of the nature of our offer the post will need to work flexible hours to meet the needs of the programme of events and hires, and this will involve evening and weekend working.

**To apply:**

Please drop in to the Forum or visit [www.forumnorthallerton.org.uk/page/job-vacancies](http://www.forumnorthallerton.org.uk/page/job-vacancies)  for the job specification and an application form **before applying**.

If you have any questions, please contact Ian McCarthy, General Manager, at the Forum, on 01609 776230 or by email at ian@forumnorthallerton.org.uk

Completed application forms should be emailed to the General Manager using the email address above.

**Closing Date:** 12pm (Midday) on Friday 15th March 2024, interviews are likely to be held w/c 25th March 2024.

**Job Description: Facilities Assistant / House Manager**

**Time: 15 hours a week, averaged over a 4- week period. The normal weekly hours will be planned, to suit the different requirements of events and hires, and will include evening and weekend work.**

**Holiday:** Holiday entitlement is based pro rata on 30 days annual leave including Bank Holiday days. Based on 15 hours per week, your pro rata holiday entitlement will be 90 hours per calendar year.

**Wages:** £ 11.44 per hour with uplift (currently under review) for House Manager Responsibility

**Direct Manager:** The General Manager.

**Responsible for:** Whilst acting as House Manager: Volunteers and staff who may be present for the event.

**Purpose of the Post**

The post ensures the operational capability of the Forum and its facilities, by opening and closing the building with full regard to security, health and safety, and ensuring the building is clean and ready for use and providing basic building maintenance skills. The post will also provide high quality event and house management.
When formally in charge of the building as House Manager, he/she will ensure that customers, users of the building and members of the public have a superb experience of the Forum, and that all procedures, including those for health and safety and finance, are always followed.

**Key Tasks**

**Facilities Management**

* Opening up and preparing the building for use, e.g. de-activating alarms, checking building integrity, level of heating, etc.
* Setting up equipment for Forum users in line with the daily programmes, e.g. table layouts, raked seating, etc.
* Regular cleaning of designated areas in line with the schedule prepared by the Forum  Manager.
* Litter picking and cleaning to the outside areas including washing down poster boards etc.
* Intensive cleaning of the building as required, either after major events or to an annual programme covering less intensively used areas.
* As caretaker when hirers are in the building (but not normally at public events), being responsible for the building and facilities, including health and safety, heating, responding to queries from customers/hirers/members of the public, etc.
* Respond to requests from hirers for additional equipment, set this up and provide basic instructions.
* Cashing up at the end of shifts:
* Provide general maintenance support, taking remedial action where competent to do so, and/or reporting to the General Manager or Assistant Manager.
* Closing the building after use, e.g. checking building integrity, activating alarms, and locking up.
* Cover for other team members when they are on holiday or absent for other reasons. This will include, for example, covering specific cleaning tasks, and assisting in carrying out the weekly / monthly building testing regime.

**House Management**

* Providing all users of the Forum with a professional and friendly welcome, and excellent customer service.
* Ensuring that events at the Forum run smoothly at all times, responding to and resolving problems or incidents as they arise including dealing with any customer complaints, and helping make the Forum an excellent venue for audience members and people or organisations running events.
* Being responsible for the building and facilities, including health and safety, heating, cleanliness and customer service.
* Opening up and preparing the building for use and locking up and securing the building.
* Setting up equipment for Forum users, e.g. table layout, raked seating as required.
* Assist with setting up staging, sound, lighting and cinema equipment.
* Co-ordinating and supervising any volunteers and staff who may be present.
* Responding to any First Aid incidents and ensure that appropriate action is taken dependent on scale of injury or illness.
* Carrying out necessary administrative tasks, including financial procedures, during the shift; regular reporting of events, including any major incidents or issues, to the Forum Manager for attention and prevention in future.

**Team Working**

The post is part of a small team of paid Forum staff, supplemented by volunteers on particular duties, and the jobholders needs to work flexibly and develop a sense of team working and community involvement. There will be a need to contribute to team working to ensure that, at all times, the Forum is presented as an efficient, professional and accessible venue. There will be occasions where you will be asked to assist the General or Assistant managers with other tasks and duties.

**House Manager Person Specification**

**Essential Qualities**

* Strong IT skills.
* Excellent customer service and experience of working with the public.
* Strong verbal and written communication skills.
* Experience of working as part of a team, including managing and leading people.
* Strong organisational and problem-solving skills.
* A ‘can do’ attitude, and the ability to stay calm under pressure.
* Proven track record of punctuality, reliability and good time keeping.
* Proven trustworthiness.
* Excellent attention to detail.
* Ability to work alone and respond to verbal or written instructions from the General or Assistant Manager.
* Ability to work unsociable hours in line with the demands of the post and the organisation.
* Enthusiasm to make a difference to this community-focussed facility.

**Desirable Qualities**

* DIY & General maintenance skills.
* Experience of events management.
* Experience of House Management of a building used by members of the public.
* Experience of Bar procedures and cellar procedures.
* Experience of managing a volunteer team.
* Experience of working at an arts venue or similar.
* Knowledge of health and safety procedures and best practice.
* First Aid qualification or be willing to attend training.