

JOB DESCRIPTION

Position: Duty Officer

Responsible to: Duty Supervisor & Operations Manager

Contract: Permanent

Full or part-time hours available, Monday – Sunday, including a variety of evening, weekend and day-time shifts.

Salary: £11.44 per hour

Last updated: January 2025

1. Objectives:

- To ensure the building is appropriately set up for its daily functions. This includes the safety of customers, the public and staff and the security of the premises.

2. Duties:

- Venue & equipment
 - To set up and pack away furniture and other equipment that is required for events and activities at the Maltings, ensuring spaces are clean and welcoming.
 - To undertake any clearing up and basic cleaning that may be required to maintain the premises in a fit and safe condition for the public and other staff.
 - To maintain the security of the premises and equipment by following the set procedures for opening and locking down the premises.
 - To undertake basic maintenance (changing light bulbs, painting etc.) including grounds maintenance, on a regular basis and as agreed with the Duty Supervisor and Operations Manager.
 - Receive deliveries and ensure they are stored appropriately or delivered to the correct member of staff. This may involve some heavy lifting.
- Customers
 - To ensure people's safety and comfort by checking who is on the premises; making sure that fire evacuation routes are clear, well lit, and free of obstruction and that all public areas are clean, properly lit, and heated.
 - Ensuring the premises is clear of visitors and staff at the end of the day, evening, or session.
 - Being available to greet/assist customers before, during and after events when required, ensuring they have everything they need.

- Health & Safety
 - To report any accidents, incidents or complaints by the agreed procedure and ensure the accident book is completed if appropriate. To notify the Duty Supervisor/Operations Manager and discuss any action that may need to be taken.
 - To understand and operate the fire and emergency evacuation procedure and the procedure for summoning emergency services.
 - To undertake regular fire and other safety checks as agreed with the Duty Supervisor and Operations Manager.
 - If required, act as an emergency key holder for the company and premises.
 - Work within all company policies (Health & Safety, Equal Opportunities, Safeguarding etc.) of the Farnham Maltings.

- Other
 - To undertake any other reasonable duties as may be required from time to time

Person Specification

	Essential Criteria	Desirable Criteria
Experience & knowledge	<ul style="list-style-type: none"> - Friendly and welcoming with a “can do” attitude. - Experience of working with the public. - Ability to safely lift and carry heavy items as well as standing and moving for extended periods of time. (Manual Handling training will be provided). - Willingness to undertake training courses in First Aid, Fire Evacuation, etc. - Ability to perform heavy lifting and hauling 	First Aid Trained
Skills	<ul style="list-style-type: none"> - Must be able to work under own initiative. - Must be able to make decisions and take responsibility as the officer in charge of a public building. - Effective interpersonal and communication skills. - Work as part of a team. - Ability to work under pressure. - Customer focused. - Manual dexterity. - Basic maintenance skills. 	Basic DIY, Plumbing skills Basic Electrical skills
Personal	<ul style="list-style-type: none"> - Must be over 18 years of age - Clean and smart appearance - Flexible approach to work - Excellent written and spoken English 	