Dear Applicant,

Thank you for your enquiry about the post of Duty Officer.

A little about us: The Maltings has operated as an arts and community centre for Farnham since the early 70s. There is a core of successful activities – a contemporary theatre programme, film and satellite broadcasts, music and comedy events and a flourishing craft festival programme.  We have a flexible Great Hall which can be set as a 240 or 400 seated performance space or 500 standing. We also have a 100 studio and range of other spaces used for small concerts, etc.

We are a well-used and popular set of buildings – over 400,000 people attend each year - we have strong and supportive relationships with Arts Council and our Local Authorities, funding agreements in place until 2023, a hugely capable staff team and a financially resilient business model.

However, the last 18 months have thrown up unprecedented challenges. We closed for a most of last year, opened, closed again and are now starting to reopen. Everyone has had to adapt, respond to new opportunities, make the best of our resources, work collaboratively and remain confident in our ability to contribute to the quality of people’s lives across the town.

Hopefully the attached job description will give you a good sense of the main duties of this post. We are looking for somebody who is confident in their abilities, is good on the detail, can respond to opportunities and is keen to take on new challenges. If you want an informal conversation about the post feel free to call Sara Lee, Operations Manager, on 01252 745410.

If you wish to apply, please complete the attached Application Form and Equal Opportunities Monitoring Form and return it to: recruitment@farnhammaltings.com.

Good luck!



Gavin Stride

Director

**JOB DESCRIPTION**

Position: Duty Officer

Responsible to: Duty Supervisor & Operations Manager

Contract: Permanent

22.5 hours per week, mainly evenings and weekends with some daytime shifts as and when required. Additional hours may be required with agreement.

Last updated: October 2021

1. **Objectives:**
	* To ensure the building is appropriate set 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
* 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 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.
				+ Clearing the premises of visitors and staff at the end of the day, evening, or session
				+ Being available to assist customers before, during and after events when required
	+ 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 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 to 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**

|  |  |  |
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|  | **Essential Criteria** | **Desirable Criteria** |
| **Experience & knowledge** | * Experience of working with the public
* Ability to move heavy loads. (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** | * 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 Plumbing skillsBasic Electrical skills |
| **Personal** | * Must be over 18 years of age
* Clean and smart appearance
* Flexible approach to work
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**Application Form**

Candidates are asked to ensure that they complete all sections of the form. Of particular importance to us is the third section on this page, which is intended to give you an opportunity to demonstrate your suitability for the post.

You should return your completed application form and equal opportunities form to: recruitment@farnhammaltings.com or post to Recruitment, Farnham Maltings, Bridge Square, Farnham, Surrey GU9 7QR.

Please type or use black ink if possible as your application will be photocopied.

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| --- | --- |
| **Post applied for:** | Duty Officer |

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| --- | --- | --- | --- |
| **Surname** |  | **Initials** |  |

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| --- | --- |
| **Address** |  |
| **Email** |  |
| **Home telephone** |  |
| **Daytime telephone** |  |

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| --- |
| **Bearing in mind the detailed job description, please tell us in your own words why you are a suitable candidate and what particular qualities and experiences you would bring to the post if appointed. This section is your opportunity to present yourself as the best person for the job.** The box below will expand with your text. |
|  |

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| --- |
| **PRESENT EMPLOYMENT:** |
| Employer |  |
| Address |  |
| Date from |  |
| Position and duties |  |
| Present salary |  |

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| **PREVIOUS EMPLOYMENT (excluding present post)**Please add as many rows as are necessary. |
| **Dates** | **Employer** | **Position and duties** |
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| **EDUCATION AND TRAINING**Please give details of any relevant education and/or training including qualifications gained, if any:The box below will expand with your text. |
|  |
| **OCCUPATIONAL HEALTH**To the best of your knowledge do you have or suffer from any medical, physical or mental conditions which may hamper your ability to normally perform the duties that could be reasonably expected from you in this employment? |
| **Yes** |  | **No** |  |

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| **Please list two people whom we may approach for professional references after interviews and prior to an offer of appointment (one of these should be your present employer if applicable).****Please note: references will only be taken up prior to an offer of employment** |
| **REFEREE ONE** |
| Name |  |
| Position |  |
| Address |  |
| Telephone number |  |
| Email |  |
| **REFEREE TWO** |
| Name |  |
| Position |  |
| Address |  |
| Telephone number |  |
| Email |  |

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| **Where did you hear about this vacancy?**  | ‘Indeed’  | Farnham Maltings Website | Facebook Page | Instagram | Linked In | Word of Mouth | Other (Please specify) |
| **(Please tick where you heard about this vacancy)** |  |  |  |  |  |  |  |
| **Signed** |  | **Date** |  |