

Dear Applicant,

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

A little about the company: The Maltings has operated as an arts and community centre for Farnham since the early 70s. There is a core of successful activities – a music and theatre programme, a flourishing programme of performance, workshops, the monthly markets, and film programme. There are a host of community users of the building – University of the 3rd Age, Sugar-craft, Beerex and a range of voluntary groups. Over 400,000 people use the building each year and over the last three years we have significantly increased our turnover and reinvestment in the building. To get a better sense of the range of things we do, go to [www.farnhammaltings.com](http://www.farnhammaltings.com)

Hopefully the job description will give you a good sense of the main duties of this post. That said we are a flexible organisation keen to ensure that every member of staff has the opportunity to shape the ways in which we operate.

We want the Maltings to be a happy, creative organisation. 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 this post feel free to call Julie Birkin on 01252 745410.

To apply please could you fill in the company application form which offers an opportunity for you to describe your experience and interest in this role. And should you decide to apply good luck.



gavin stride  
director

## Job Description

Position:	Duty Officer (casual)
Supervised by:	Duty Officers
Responsible to:	Duty Officer Supervisor / General Manager
Contract:	Hours will be booked by mutual agreement according to the needs of the business and notified by the Duty Supervisor. This will be a mixture of day time, evening and weekend working
Last updated:	August 2017

### 1. Objectives and Responsibilities:

To assist the Duty Officers during busy periods to ensure the smooth running of events and activities at the Maltings, the safety of customers and staff, and the security of the premises under the supervision of the permanent Duty Staff.

### 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 assist with 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 General Manager.
- Customers
  - To ensure people's safety and comfort by checking who is on the premises; making sure that fire evacuation routes are clear, lit and free of obstruction and that all public areas are properly lit and heated.
  - To assist with the 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 to the permanent duty staff.
  - To assist with the operation of the fire and emergency evacuation procedure and the procedure for summoning emergency services.
  - To assist with regular fire and other safety checks as agreed with the General Manager
- Front of House
  - To assist the front of house officer to ensure the smooth running of events.
- Other
  - To undertake any other reasonable duties as may be required from time to time

**Person Specification**

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Experience &amp; knowledge</b>	<ul style="list-style-type: none"> <li>- Experience of working with the public</li> <li>- Ability to move heavy loads. (Manual handling training will be provided)</li> </ul>	First Aid Trained H&S at work level 1 & 2
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Effective interpersonal and communication skills</li> <li>- Work as part of a team</li> <li>- Ability to work under pressure</li> <li>- Customer focused</li> <li>- Manual dexterity</li> </ul>	
<b>Personal</b>	<ul style="list-style-type: none"> <li>- Must be over 18 years of age</li> <li>- Clean and smart appearance</li> <li>- Flexible approach to work</li> </ul>	

**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 and overleaf, 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](mailto:recruitment@farnhammaltings.com) or by 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.

<b>Post applied for:</b>	<b>Duty Officer (Casual)</b>
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<b>Surname</b>		<b>Initials</b>	
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<b>Address</b>	
<b>Email</b>	
<b>Home telephone</b>	
<b>Daytime telephone</b>	

<p><b>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.</b></p> <p>The box below will expand with your text.</p>

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<b>PRESENT EMPLOYMENT (if any) – if freelance please give details of last contract</b>	
Employer	
Address	
Date from	
Position and duties	
Present salary	

<b>PREVIOUS EMPLOYMENT (excluding present post)</b> Please add as many rows as are necessary.		
Dates	Employer	Position and duties

<b>EDUCATION AND TRAINING</b>
Please give details of any relevant education and/or training including qualifications gained, if any: The box below will expand with your text.

<b>OCCUPATIONAL HEALTH</b>
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	

<b>Signed</b>	
<b>Dated</b>	

Please return to [Recruitment@farnhammaltings.com](mailto:Recruitment@farnhammaltings.com) or Recruitment, Farnham Maltings, Bridge Square, Farnham, Surrey GU9 7QR

**Equal opportunities monitoring form**

This information is required so that we can monitor the implementation of our equal opportunities policy. It will enable us to compile statistical information about applicants, in relation to sex, age, ethnic background and disability, for the purposes of comparison with similar statistical information on those actually recruited. It will not be used for any other purpose. We would encourage you to complete it so that we can have a full picture of our recruitment and selection patterns.

Name:		
Date of birth:		
Male/Female * (please delete as appropriate)		
Position applied for:		
Where did you see this job advertised?		
Do you have any disabilities?	Yes/No *(please delete as appropriate)	
How would you describe your ethnic origin? Please indicate one of the following categories:		
<b>A White:</b>		
British		
English		
Irish		
Scottish		
Welsh		
Other white background, please specify:		
<b>B Mixed heritage:</b>		
White and Asian		
White and Black African		
White and Black Caribbean		
Other mixed background, please specify:		
<b>C Asian or Asian British:</b>		
Bangladeshi		
Indian		
Pakistani		
Other Asian background, please specify:		
<b>D Black or Black British:</b>		
African		
Caribbean		
Other Black British background, please specify:		
<b>E Chinese or other ethnic group:</b>		
Chinese		
Other, please specify:		
<b>F Prefer not to say:</b>		

These categories do not refer to the place of birth, citizenship or nationality, but to the ethnic group to which you belong. I hereby give my consent for the information contained in this form to be processed for monitoring purposes.

Signature:		Date:	
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