



Job Title:	Events Co-ordinator/ Pavilion Supervisor
Department:	Office
Salary:	£19,430.00 - £26,822.00 (Band D)
Reports To:	Town Clerk and or Recreational Facilities Manager

Job Purpose:

To manage, promote and encourage a diverse use of all Bracknell Town Council facilities, hall bookings and outdoor events programme.

The Job holder is responsible for the day to day operational management of the letting and shop facilities provided at the Town Council's pavilions. They have responsibility for organisation, legal requirements, staff management, sales, marketing, PR and health and safety. To work with the Administration team at Brooke House when cover is required.

Dimensions:

Financial: The Job Holder is responsible for the purchase of stock and small items of equipment within budget. The budget is dependent on sales and income from the 3 coffee shop facilities. Cash handling is part of the job responsibilities.

Staff: The job holder manages on a day to day / seasonal basis a team of 6 – 8 part-time coffee-shop staff, 3 part-time cleaners, 3 resident caretaker/s.

Other: The staff and services managed are based at 4 sites across Bracknell. Evening and weekend working is required.

Key Holder: With the Town Clerk and RFM/DTC to be a key holder for BTC sites and to be added to the Emergency Out of Hours list with Bracknell Forest Care.

Location: The job holder will work from Brooke House and or Great Hollands Recreation Ground and Jocks Lane Recreation Ground as required.

Organisational Structure:

Attached is an organisational chart showing where this job sits and the jobs immediately around it.

Context:

The Job Holder reports to the Recreational Facilities Manager and or Town Clerk.

The Job Holder is responsible for the management and rotas of the staff who operate the pavilion coffee shops, clean the public and private areas of the Council's facilities and provide caretaking for Pavilion sites i.e. Cleaners, Pavilion Staff and Caretakers.

The Job Holder is responsible for ordering stock and minor equipment /repairs.

The Job Holder provides out of hours support for the caretaking team.

The Job Holder takes the lead on health and safety and ensuring legislation is adhered to for their area of work.

The Job Holder is involved in contributing to the budget and strategy for the pavilion services.

The Job Holder is responsible for the PR and Marketing of the pavilion services.

The Job Holder takes responsibility for the quality of service delivery from the pavilions.

Responsibilities:	Key Performance Indicators:
<ul style="list-style-type: none"> • Manage effective staffing levels and service at pavilion coffee shops. • Manage completion of cleaning / caretaking to a high standard. • Liaise with suppliers / service users in a professional manner. • Assess customer preferences and adjust stock and service delivery to meet these. • Market the services provided (targets set at annual appraisal). • Co-ordinate outside events and catering. • Contribute positively to forward planning and budgeting processes. • Comply with all legal and health and safety requirements. • Work in accordance with the Council's Code of Conduct for staff. 	<ul style="list-style-type: none"> • No complaints regarding shop service. • No complaints regarding cleaning / caretaking. • No breaches of health and safety or relevant legislation. • No breaches of the Code of Conduct. • No Health and Safety breaches. • Positive relationships with suppliers / service users demonstrated. • Customer preference survey completed and stock adjusted accordingly. • Marketing materials produced. • To achieve annual targets. • Regular attendance and contribution at staff team meetings with line manager.
Challenge & Creativity/ Decision-Making:	
<ul style="list-style-type: none"> • Prioritising order of work / deployment of staff – daily. Interacting with Councillors. • The ability to time manage your week which will include some evening and some weekend work. • Experience of using spreadsheet/word processing packages. • Regular risk assessment, data protection, confidentiality, codes of practice. • Selecting and marketing stock. • Dealing with difficult / unexpected situations – experience of working directly with the public in a publicly accessible venue or building. 	
Knowledge, Skills & Experience:	
<p>Good numeracy and literacy skills.</p> <p>Proven experience of managing staff.</p> <p>Retail / marketing experience.</p> <p>Computer skills.</p> <p>Experience of working flexibly - multi-tasking.</p> <p>Understanding of health and safety and legislative requirements, including food hygiene and licensing requirements.</p>	
Competencies:	
<p>Excellent communication and customer service skills with the ability to develop and sell ideas and proposals to a wide range of audiences. Positive attitude to be part of a successful team is essential.</p> <p>Confidence to deal with unusual / difficult situations / people.</p> <p>Flexibility and 'can-do' attitude – the ability to take on different roles and tasks if the need arises.</p> <p>Willingness to work flexibly and attend events and meetings out of office hours and at weekends.</p>	
<p><i>To apply please complete the application and equal opportunity forms and send to: enquiries@bracknelltowncouncil.gov.uk or Brooke House, 54 High Street, Bracknell, RG12 1LL. Please note CV's on their own will not be accepted.</i></p>	