



Front of House Supervisor

Internal Expression of Interest Great people, great place!

Hours: 25 hours per week (Covering evenings and weekends)

Salary: Actual Salary - £16,195 to £17,052 per annum (FTE £23,970 TO £25,238)

Closing Date: Monday 3rd February 2025 at 09:00

Interview Date: To be confirmed

Start Date: ASAP (subject to satisfactory pre-employment checks)

WELCOME TO VICTORIA HALL

Located in the heart of World Heritage site of Saltaire Victoria Hall is a Grade II star listed building originally built by Sir Titus Salt as a Centre of Art, Recreation & Culture, Victoria fulfils the same function today with five stunning rooms to hire. With a wide range of events happening at Victoria Hall every day from evening classes, beer festivals, weddings & meetings we are a hub of activity & celebration.

The venue is owned by the Salt Foundation, a charitable trust & managed on their behalf by Shipley College.

Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> ● Excellent holiday entitlement well in excess of statutory days. ● Enhanced pension scheme. ● Access to a free gym on site. ● Flexible working. <p>*qualifying period applies</p>	<ul style="list-style-type: none"> ● Excellent Customer Service ● Strong Communication Skills ● Ability to effectively work with members of the public ● Problem solving skills

How to Apply: Application forms can be obtained from www.shipley.ac.uk. Completed applications should be submitted to jobs@shipley.ac.uk.

<p>Shipley College is committed to safeguarding and promoting the welfare of its students and expects all staff and volunteers to share the commitment. Appointments will be subject to Safer Recruitment Procedures and an enhanced level check with the Disclosure & Barring Service. Please note this role will involve contact with children and you will be engaging in regulated activity. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.</p>	<p>The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.</p>
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Job Description

JOB TITLE	Front Of House Supervisor
RESPONSIBLE TO	Victoria Hall Manager

INTRODUCTION

- The following information is provided to assist staff joining Shipley College to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:
- Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
- Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- Shipley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shipley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

OVERALL PURPOSE OF THE JOB

Victoria Hall is an important multi-purpose venue set in the heart of the World Heritage Site of Saltaire and is used by a diverse range of clients. Shipley College acts as Managing Agents for Victoria Hall on behalf of the Salt Foundation who are a registered charity.

Under the direction of the Victoria Hall Manager, to deliver excellent front of house customer service to the wide range of users of the Hall. In addition to being the first point of contact for visitors and hirers coming into the hall and by telephone, the Front of House Duty Supervisor will be responsible for setting up rooms prior to event booking start times, and providing a friendly and solution-focussed service in dealing with client queries, as well as providing health & safety and fire evacuation guidance to clients. The Front of House Duty Supervisor will also be responsible for keeping the inside and outside of the premises tidy and safe, as well as its security, its contents, plant and some general cleaning. Portage and some routine maintenance duties are also included.



DUTIES AND RESPONSIBILITIES

- To deliver excellent, friendly and professional customer service to visitors, hirers and suppliers of Victoria Hall, through contact in person, by phone and by email.
- To have a positive solution-focused approach to customer, colleague and supplier queries and to solving problems as they arise.
- To prepare rooms to the Clients' specifications eg: arranging furniture, acquiring and setting up equipment (including Audio Visual Equipment training will be provided) preparing refreshments and checking temperature.
- Be present for Wedding parties & events. Clearing down after events and ensuring the venue is ready for the next day.
- To utilise the Hall booking system to plan work routines and assist colleagues and customers with queries, following training.
- To complete rota's for the front of house team. Train new members of the Front of House team.
- To advise hirers with health and safety and evacuation briefings, and answer related queries where appropriate, or refer to Victoria Hall Manager.
- To carry out Front of House Duty Supervisor responsibilities within the venue risk assessment(s).
- To be responsible for security of the Hall and contents, be a key holder and operate the key distribution and control system attend call outs when required.
- To provide a security role with respect to client/student/public behaviour. Following training, to challenge, monitor and record incidents of inappropriate behaviour and liaise closely with the College Security Officer(s).
- To identify and action, where feasible, any requirements to ensure the presentation of the venue is to a high standard for visitors and hirers.
- To liaise with the Shipley college team to ensure routine maintenance is planned and carried out.
- To liaise with Cleaning staff and monitor cleaning process on a daily basis (to include daily toilet checks), and to carry out cleaning duties, to include areas adjacent to the Hall.
- To take care of heating plant boilers and equipment.
- To undertake minor repairs, decorating and routine maintenance such as drain maintenance and door maintenance, as included in the College's buildings maintenance manual.
- To undertake portorage duties within the Hall and between College buildings
- To complete general front of house admin duties, to include checking goods against delivery notes, assist Victoria Hall Manager in the maintenance of stock, and maintaining various recording books (eg meter readings, visitors book, keys distributed) as well as handling confidential material.
- To keep First Aid boxes stocked in accordance with lists supplied by the Health & Safety Officer, and following training become a First Aider. Sit on the Health and Safety committee. Work with the Health and Safety manager to plan fire and lockdown practise.



GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and to the maintenance of a culture of continuous quality improvement and innovation.
- To be aware of the responsibilities under the provision of the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations (COSHH) in terms of the post holder's own safety and the effects of their actions on colleagues, students and visitors.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults the post-holder is responsible for or comes into contact with.
- To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To act in accordance with the College's expectations as set out in the Staff Code of Conduct and contract of employment.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

*In your supporting statement please ensure you reference every point in this category. Applications which do not address each point in the essential criteria will not be progressed to interview. **If you do not meet all of the essential criteria, please do not progress with your application.***

Level 2 (equivalent) Qualification in Maths or willingness to work towards
Level 2 Qualification in English or willingness to work towards
Previous experience as a Front of House Duty Supervisor or similar facilities/premises related role
Strong interpersonal and communication skills, including excellent co-operation and working as part of a team
Excellent customer service skills with the ability to achieve and maintain an excellent standard of customer service with colleagues and public customers
Ability to set up function spaces and move items in line with Health & Safety
Able to work shifts, evenings and regular weekends and be flexible

HIGHLY DESIRABLE CRITERIA

These points are scored the same as the essential criteria. In order to score highly, we strongly recommend that you reference every point in this category where possible.

Willingness to undertake both on and off the job training as and when deemed necessary
Knowledge of event set up requirements
Good problem solving skills and positive solution focused approach to tackling problems or queries.
Creative approach to problem solving
Highly motivated and able to inspire those around you to success
Ability to use initiative
Customer service related qualification or training
Experience in operating event booking systems and planning work schedules
ICT skills, such as word processing and email



DESIRABLE CRITERIA

In order to score highly, we strongly recommend that you reference every point in this category where possible.

Premises or other related qualification relevant to the post
A manual handling training certificate gained within the last 3 years
Excellent knowledge of hygiene and cleanliness routines, and knowledge of correct usage and application of a wide range of cleaning chemicals/products/equipment
Knowledge and experience of Equality, Diversity and Inclusion
Knowledge or experience of Safeguarding
Knowledge of the PREVENT agenda



Victoria Hall

Victoria Hall (then)

The Village

Saltaire is named after philanthropist Sir Titus Salt and the River Aire, which flows at the bottom of the village, near Roberts Park. In the 1850's, Sir Titus built the village to house the workers of his mill (now Salts Mill). This was a revolutionary development at a time when all the major surrounding cities of Bradford, Leeds and Manchester were slums. His model village led the way for major regeneration, not only within these cities, but the world over.

Architecture

Inspired by opulent 15th century architecture, and commissioned by Sir Titus Salt as a 'centre for recreation, culture and learning' for his villagers, Victoria Hall was designed by architects Lockwood and Mawson and opened in 1871. It was then known as The Saltaire Institute. The Lions outside Victoria Hall (and the Salt Building opposite, part of Shipley College) have stories to tell too. They were designed by sculptor Thomas Milnes of London, and were – apparently – originally destined for the bottom of Nelson's column in Trafalgar Square in London. Local legend has it that the lions clamber down to the River Aire after dark each night to drink, before returning the next morning. We've tried to catch them, but they're pretty sneaky for such big lions.

Billiards, Bagatelle and Fencing, oh my! When it opened, Victoria Hall housed a library, gymnasium and rifle drill-room, fencing room, armoury, chess room, laboratory and lecture theatre, bagatelle and billiards room, a school of art, and a large dance hall with a fully sprung floor. It was perfectly suited to a huge variety of events, and we still are today, hosting weddings, meetings, exhibitions, festivals, concerts and lavish balls.

Famous Faces

Sir Titus Salt hosted an impressive array of speakers such as historian John Ruskin, Prime Minister Benjamin Disraeli and the great explorer David Livingstone. Charles Dickens was booked to speak shortly before his unexpected death in 1870. To this day the venue still attracts visitors from across the globe. It has also been used as a filming location, including for celebrity chef Heston Blumenthal's Great British Food series.

Ongoing legacy

Victoria Hall is owned by a charitable trust, the Salt Foundation, and managed on its behalf by Shipley College. All proceeds from the hire of the venue and donations to The Salt Foundation for Victoria Hall go directly back into managing and maintaining the building.

Now your turn...

We're currently developing our recorded history of Victoria Hall. Do you have a story to share, or interest in volunteering to help us with our archive? Please email us at hello@victoriahallsaltaire.co.uk – we'd love to hear from you!

Victoria Hall (now)

We're a small but perfectly formed team, passionate about delivering great customer service and looking after this beautiful venue to pass on to the next generation to do the same thing.

This is what we believe in:

- Looking after this gorgeous old lady of a venue for future generations. She's seen so many stories over the years, we're delighted to play our bit to help add new stories to that history, and ensure her long life & long term success.
- We believe in really looking after you. Seriously. The buzz we get when we see your event going well, introduce a visitor to the history of the venue, or see the joy in a couple's eyes when they've just got married here surrounded by friends and family, you just can't beat it.
- We believe in our community: our fabulous, creative and varied Saltaire, but also the whole of Yorkshire. We're immensely proud of our corner of the world, our clients and fantastic recommended suppliers.

