

PETERLEE TOWN COUNCIL



CANDIDATE PACK

POST: Duty Manager (Pavilion)
(12 months initial term)

REFERENCE: PTC016

CLOSING DATE: 12.00 noon on Friday
1ST November 2019

PETERLEE TOWN COUNCIL



Peterlee Town Council offers a wide range of services to the public.

Being one of the largest Town Councils in the country, we have responsibility for certain public buildings in the town, including the Pavilion at Helford Road. Sports fields located at Eden Lane, Helford Road and Lowhills Road. Parks, open spaces and play areas, cemetery & burials, leisure gardens and many town activities. Peterlee Town Council is quite unique in that we own and manage Shotton Hall Banqueting Suites, which offers conference, meeting and banqueting facilities to the public and is set in extensive beautifully landscaped grounds.

GUIDANCE NOTES

INFORMATION IN SUPPORT OF YOUR APPLICATION

Please tell us anything you think is relevant to the job you are applying for. You will need to give us enough information so that we can judge whether you are suitable for the job.

For example, if the job requires experience of report writing, tell us about the type of reports you have written, the main contents and who the reports were for.

You may have relevant experience from activities outside work, this could be just as good as work experience.

PERSONAL DETAILS

This section must be completed and contact details provided.

REFERENCES

Please ensure that you give details of two referees with which the information given on your application form can be confirmed, as well as providing us with information relating to absences, disciplinary record and suitability for the position applied for. One of the references must be your present or most recent employer and, if you are a recent school leaver, one should be from your head teacher of your last school. It is the policy of the Town Council to seek references prior to interview. If you have any objections to the references being sought at this stage ensure this is made clear on the application form.

EQUAL OPPORTUNITIES

Please also complete the Equal Opportunities Monitoring Form, this enables Peterlee Town Council to follow the recommendations of the Equal Opportunities Commission, the Commission for Racial Equality and the Disability rights Commission, that employers should monitor selection decisions to assess whether equality of opportunity is being achieved. The information on the form will be treated as confidential, and used for statistical purposes only. The form will not be treated as part of your application.

IF YOU HAVE A DISABILITY

If you have a disability which prevents you from meeting any of the criteria, tell us about this in your application. Please tell us what we could do to help you meet the criteria.

If you need help in completing the application form or need information in a different format (larger print), please let us know. If you have a disability we will offer you an interview as long as you meet the essential requirements of the job.

The Equality Act 2010 defines 'disability' as follows:

'A physical or mental impairment which has a substantial and long term effect on the person's ability to carry out normal day to day activities'

DATA PROTECTION

The information on this form may be entered onto a computer and used for statistical, administrative and payroll purposes. Under terms and conditions of the DATA PROTECTION ACT 1998 the data will be treated in a secure and confidential manner and not kept any longer than necessary.

Thank you for your co-operation in completing this form.

PETERLEE TOWN COUNCIL



**APPOINTMENT OF FULL TIME DUTY MANAGER
(12 MONTHS INITIAL TERM)**

Spinal Point 7-11, (£19,554-£21,166)

**We currently have vacancies for a Duty Manager
(12 months initial term) within
The Pavilion, Helford Road, Peterlee.**

The post holder must be age 18 years or over.

Information and application forms can be obtained from:

Peterlee Town Council - 0191 5862491/5869957

Email - council@peterlee.gov.uk

www.peterlee.gov.uk

**Closing date for application is 12.00 noon on Friday
1st November 2019**

Post: Duty Manager FULL TIME (initial fixed term 12-month contract)

Grade: Spinal point 7-11 (£19,554-£21,166)

Job Description: Duty Manager

Location; The Pavilion, Helford Road, Peterlee

You may be required to work from other council locations covered by the remit of Peterlee Town Council

RELEVANT TO THIS POST:

Disclosure & Barring Service: N/A

ORGANISATIONAL RELATIONSHIPS

This post supports the Pavilion Deputy Manager and reports directly to the Pavilion Manager.

DESCRIPTION OF ROLE

To assist in the effective management of the Pavilion and associated facilities including Bistro, Bars, Function and meeting spaces and 3g football pitch in the delivery of private, business and civic functions, health and wellbeing programme and pitch hires.

To support the Pavilion Manager and Deputy Manager in the proper running and management of the Pavilion and other council facilities.

Due to the nature of this role the Duty Manager is required to work weekends and evenings to maintain operational duty management of the Facility.

DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:

To assist the Pavilion Manager in the following:

- Assisting in the management of the premises and associated outdoor facilities at the pavilion.
- To work effectively as part of the Pavilion team to ensure the effective day to day management of the service.
- In the absence of the Facilities Manager / Deputy Facilities Manager, oversee the supervision, guidance and delegation of duties to all staff: reception, bistro, cleaning and casual staff, to ensure resources are used as cost effectively and efficiently as possible.
- To provide a front of house service, determining customers' requirements, taking bookings and arranging provision of the necessary services, dealing with visitors, contractors and suppliers.
- To maintain the running of the bars/Bistro and other services operated by the Council within the Pavilion as Duty Manager, including cash handling shift planning and supervision and upkeep of facility checks and record keeping.
- Monitoring and the ordering of supplies/services, reporting or requesting repairs and maintenance of equipment, and day to day repairs to the fabric of the building.

- Liaising with all hirers including community and sports groups on the day to day use of building facilities.
- Be aware of licensing laws, how they apply to the Pavilion and ensure that these are complied with during functions and events.
- Ensuring that health and safety regulations/guidelines are complied with in relation to Council facilities in accordance with the Council's health and safety policy.
- Maintaining administrative records relating to the use of the building.
- To maintain excellent working relations with the other Peterlee Town Council service teams especially in relation to the operation of building cleaning.
- To undertake such other duties of a similar responsibility as may be required by the Facilities Manager.
- To deputise for the Facilities Manager / Deputy Facilities Manager as and when required.
- To participate in training initiatives/programmes.

COMMON DUTIES AND RESPONSIBILITIES:

Quality Assurance

To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.

Communication

To participate in and adhere to the team's communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.

Professional Practice

To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.

Health and Safety

Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council's Health and Safety Policy.

Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on and participate in the appraisal process.

Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. All members of staff are required to take responsibility for understanding and adhering to the Council's Equality and Diversity Policy.

Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access to in the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and processed in the course of work and when using Council information assets.

Induction

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

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PETERLEE TOWN COUNCIL

PERSON SPECIFICATION

Duty Manager (Pavilion)

	ESSENTIAL	DESIRABLE	HOW TESTED
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE (A-C) Maths and English. (5 GCSE's?) NVQ Level 2 or equivalent in a related discipline e.g hospitality, events, customer service or facilities management NVQ level 2 in IT 	<ul style="list-style-type: none"> NVQ level 3 or higher in a related discipline Business Administration qualification Manual Handling Certificate First Aid at Work Certificate IOSH/NEBOSH Level 2 certificate in Food Safety 	Application form Selection Process Pre-employment checks
EXPERIENCE	<ul style="list-style-type: none"> Supervisory management experience Experience of working in a hospitality /events/Leisure industry or other relevant fast paced customer focussed role. Experience of managing health and safety issues in a leisure and hospitality environment Experienced in leading small teams Experience in working as part of larger team 	<ul style="list-style-type: none"> Experience of working in a facilities management function Cash handling and reconciliation Managing events/large bookings Experience of operating leisure booking systems. Experience in analysing information and report writing. 	Application form Selection Process Pre-employment checks
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> Attention to detail Excellent communication skills (written and verbal) Ability to work independently and use own initiative Ability to prioritise tasks and work to tight deadlines Good working knowledge of IT applications especially Word and Excel Knowledge of cash handling processes 	<ul style="list-style-type: none"> Food preparation and service in a commercial environment 	Application form Selection Process Pre-employment checks
PERSONAL QUALITIES	<ul style="list-style-type: none"> Flexible and positive attitude Personable / approachable Ability to work evenings and weekends. Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover) 		Application form Selection Process Pre-employment checks

**Please ensure that all relevant sections are completed
and fullest details / information disclosed**

Present Appointment

Present Appointment: _____

Name & Address of Employer: _____

Present Grade (if applicable): _____

Salary: _____

Date commenced present post: _____

Period of Notice: _____

Duties & Responsibilities: _____

Education

Details of Schools, Colleges and Universities attended:

From	To	School/College/University

Qualifications Achieved & Grades

(state whether GCSE/CSE/GCE/ONC/Degree/RSA/Northern Counties/NVQ etc.)

Type/subject	Grade

Do you possess a clean driving licence? Yes No

Do you have your own transport? Yes No

References

Please list the names and addresses of two referees (one of whom should be your present employer, or previous employer if currently unemployed). If you do not wish your present employer to be contacted until an appointment decision has been made please tick.

Name:

Name:

Position:

Position:

Address:

Address:

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Supplementary Information

Please state why you feel you are suited to the post. Include any information concerning relevant experience, training and skills you possess which would enhance your application. Please relate your response to the details outlined in the person specification / job description for the post in question.

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Please use additional sheets as necessary.

Equal Opportunities in Employment

Job Title FULL TIME DUTY MANAGER (12 MONTHS INITIAL TERM)
 FORM NO.

The following information is needed to monitor the effectiveness of our systems in promoting equal opportunities at Peterlee Town Council. Please help us by answering the following questions. This information will not be used in the selection of candidates.

TITLE & SURNAME		
FORENAME		
ADDRESS		
EMAIL ADDRESS		
TEL NO	HOME	WORK
DATE OF BIRTH	SEX: MALE/FEMALE	
MARITAL STATUS	NAT INSURANCE NO	

I would describe my ethnic origin as being:

A) White

British

Irish

Any other white background, please specify

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D) Black or Black British

Caribbean

African

Any other Black or Black British background, please specify

.....

B) Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other white background, please specify

.....

E) Chinese or other Ethnic Group

Chinese

Other, please specify

.....

C) Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, please specify

.....

Are you related to a Member or Senior Officer of the Council? Yes N

If yes, please state the name, position and the relationship (*e.g. uncle, aunt, mother, father*)

.....

The Information given in this application is to the best of my knowledge correct in all aspects.

Signed Date

Disability Monitoring Form

The Disability Discrimination Act (1995) came into force in December 1996 and the Act protects anyone who has a disability which makes it difficult for them to carry out normal day to day activities.

The disability could be physical, sensory or mental. It must be substantial and must last, or be expected to last for twelve months.

Do you consider yourself to be covered by the definition regarding disability as set out in the Act?

Yes No

If yes, please outline briefly your disability: -

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.....

What assistance do you require from the Authority in the following areas:-

a) **completing application form** e.g. tape, personal help in completing form, delivering the completed form etc.

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b) **attending for interview** - access to premises, travelling arrangements, timing of the interview, type of interview, induction loop etc

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c) **carrying out the job once appointed** - employers have a duty to consider what reasonable adjustments could be made to working practices or premises to overcome the effects of a disability e.g. hours of work, access to premises, special equipment etc. please detail:

.....

Where did you see this post advertised?

Please return your completed application form to:-

**Peterlee Town Council
Council Offices
Shotton Hall
Peterlee
Co. Durham
SR8 2PH**

CLOSING DATE: 12.00 NOON FRIDAY 1ST NOVEMBER 2019

Candidates will only be contacted if through to the interview stage