



JOB DESCRIPTION

Job title: Casual reception & events assistant
Rate of pay: £12.00 per hour

JOB OVERVIEW

Stretford Public Hall runs various community activities and events, as well as hiring out rooms and spaces to external organisations and individuals. Casual reception and events staff provide support with the hall's reception, and before and during events.

Reception tasks include: welcoming people into the building, providing them with information on the events happening at the hall that day, and taking payments for events and activities. Reception staff may also be asked to answer the telephone, support with administrative tasks (eg general enquiries received by email), and to show people around the building.

Event tasks may include: stewarding, helping with café and bar, selling tickets, running stalls and activities etc. There may also be a small amount of physical set-up tasks, such as putting out chairs and tables, or helping set up projectors / screens. Support with marketing and advertising may also be required.

ABOUT FRIENDS OF STRETFORD PUBLIC HALL

Friends of Stretford Public Hall is a charitable community benefit society, established in 2015 to save Stretford Public Hall and to restore the Hall to a multi-purpose community venue. The hall is home to a wide variety of arts and cultural events and activities, including a regular community cinema, Children's Theatre, live music nights, and health and wellbeing activities.

RESPONSIBILITIES

- To work on Stretford Public Hall reception, greeting guests and providing information to visitors. Answering telephone and replying to emails. Ensuring access to our services is available to all
- Helping to maintain up-to-date information about the hall, ensuring callers' queries can be dealt with quickly and appropriately.
- Taking payments for activities and registering attendees as needed. Taking and counting up cash payments.
- Helping at events – stewarding, helping with café and bar, selling tickets, running stalls and activities etc.
- Supporting staff by helping with administrative tasks (eg helping with printing and photocopying; mail outs etc). Data entry and database management.
- Support with marketing and advertising, including administration of website and social media.
- Attending occasional reception team / events meetings.

YOUR KNOWLEDGE & SKILLS

- Reliable, friendly and polite
- Excellent customer service skills and a willingness to help people
- A good standard of written and spoken English, so that you can communicate clearly to callers, and so that you can follow instructions as required
- A confident communicator with good people skills
- Confident using computers and the internet, and other digital devices (eg tablet/mobile phone apps)
- Confident in taking payments both in cash and using card payment systems (or a willingness to learn this)

ADDITIONAL NOTES

Stretford Public Hall is a Real Living Wage employer and this role is paid the Real Living Wage. The wage is reviewed annually, in April of each year, and adjusted to reflect the cost of living.