

Job description

Beacon Team Leader

Immediate team	Leisure, The Beacon
Service team	Corporate Strategy
Line manager's job title	Partnership Development Officer
Number of direct reports	11
Salary and grade	£28,119 per year, Grade 5
Duration of role	Permanent
Hours per week	37
Location	The Beacon, Wantage, Oxfordshire
Employing council	Vale
Probationary period	Six months
Notice period	One month
Annualised hours apply	Yes
DBS check required	Yes
Date job description updated	15/06/2017

About the role and what we're looking for

Job purpose

To ensure the efficient day to day running of The Beacon and be responsible for the safety, conduct and security of staff, visitors, the building and its contents. To directly supervise the duty officers, the assistant duty officers, admin staff, coffee shop assistant, promotions officer, technician, bar staff and casual workers.

Main duties and responsibilities

Day to day supervision of The Beacon staff to ensure the effective running of the facility and provision of high standards of customer care.

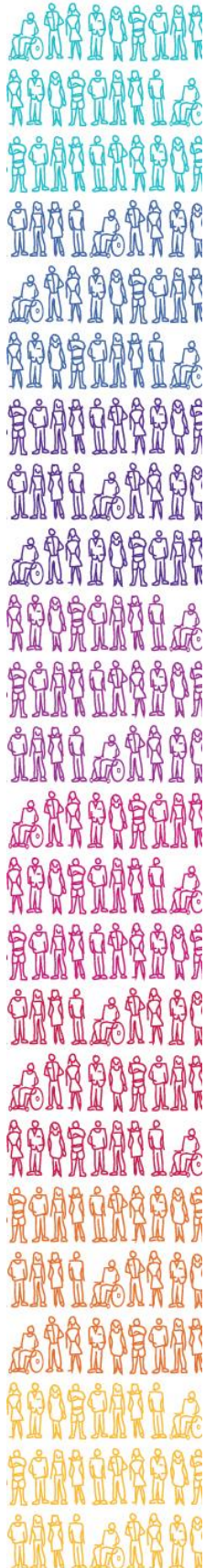
Manage the performance of all staff members through regular one to one meetings, objective setting, assess training needs and conducting performance reviews.

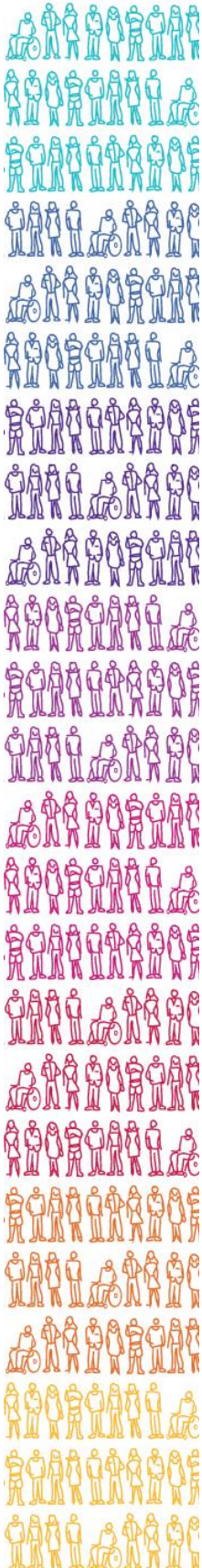
Maintain and review appropriate performance points for The Beacon.

Ensure the health and safety of staff, contractors, customers and visitors by complying with statutory legislation and council procedures, including the completion of risk assessments and the full implementation of appropriate policies and procedures for all aspects of the facility.

Develop appropriate new policies and operating procedures as the need arises to ensure the building is compliant with all legislation.

Effective and timely budget monitoring and reporting in line with council policies.





As a key holder be available for emergency call outs as required.

Oversee the maintenance, cleaning and security of The Beacon, including the day to day liaison with contractors and suppliers, ensuring that they operate effectively and meet the requirements of their contracts and the council's policies, procedures and ethos.

Be fully conversant with the conditions of the facility's premises licence, ensuring it is current and is adhered to at all times.

Management of the bar and coffee shop, ordering of stock, setting prices arranging staffing and conducting regular stock takes for all stock held on site.

Programme a full range of shows and events that appeal to the local community.

The day to day management of The Beacon activities, the booking system and control of operational finances, including the security of cash and receipts.

Proactively marketing and promoting The Beacon facilities and activities, generating income and attracting new users to the facility.

Promoting The Beacon identity and brand, overseeing market research, liaising with media and ensuring both the website and social media are accurate and up to date.

Oversee the annual customer satisfaction survey, using the results to inform future developments and influence the activities programme.

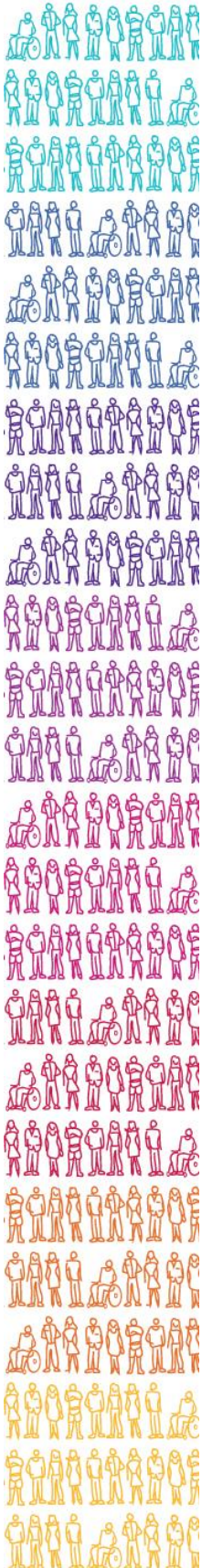
Take personal responsibility for resolving customer issues and strive to exceed customer expectations.

Act as a duty officer when required, including the setting up and clearing down of rooms.

Develop effective partnerships with organisations who may wish to utilise the facility and with local media to promote the facility and activities.

Attend internal meetings with the leisure team and wider service team, attend staff briefings and pass on all relevant information to The Beacon staff via regular on site team meetings.

The duties may vary from time to time without changing the nature of the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.



About you

Your essential skills, knowledge and experience

- Ability to communicate effectively both verbally and in writing to a variety of audiences, such as members of the public and internal colleagues
- Good IT skills including Microsoft word, excel, power point, email, use of internet and use of electronic booking systems
- Ability to work under pressure, prioritise workload and meet deadlines, with limited supervision
- Sound financial accounting skills, together with the proven ability to effectively manage budgets
- An ability and willingness to use your initiative to work effectively as an individual and as part of a busy and committed team
- Hold a personal licence and have a good understanding of the licensing laws
- Experience of marketing and promotions and the use of social media to achieve maximum impact
- Ability to lift and carry equipment
- Experience of managing a bar or catering establishment, ordering stock and overseeing contracts
- Effective delegation and decision making skills
- Understanding of health and safety procedures and risk assessments
- Experience of managing and coordinating events and activities
- Experience of gathering feedback and analysing evaluation data
- Negotiation and influencing skills

Your essential qualifications

- 3 A' levels or equivalent qualification/experience
- Full driving licence and access to a car insured for business use or ability to attend building at short notice, out of hours

If you have the following experience or qualifications – it's a bonus

- First aid (if not an existing first aider this qualification must be achieved within 6 months of appointment)
- Understanding of lighting and sound equipment, preferably in a theatre style environment
- Partnership skills including the ability to consult and liaise effectively, and to build relationships and networks
- Understanding of food hygiene regulations
- Knowledge and understanding of working in a local government setting



Your style and behaviours

- Work flexible shifts including evenings and weekends
- An enthusiastic and proactive approach to work ,with a friendly welcoming manner and an ability to work with a wide variety of people
- Commitment to customer service and continuous improvement
- Commitment to valuing diversity and equality; respecting customers and colleagues in all relationships and service delivery

About us

Our vision and values are important to the councils and we expect you to support them and embed them in the way we work.



VISION
AND
VALUES

Our vision

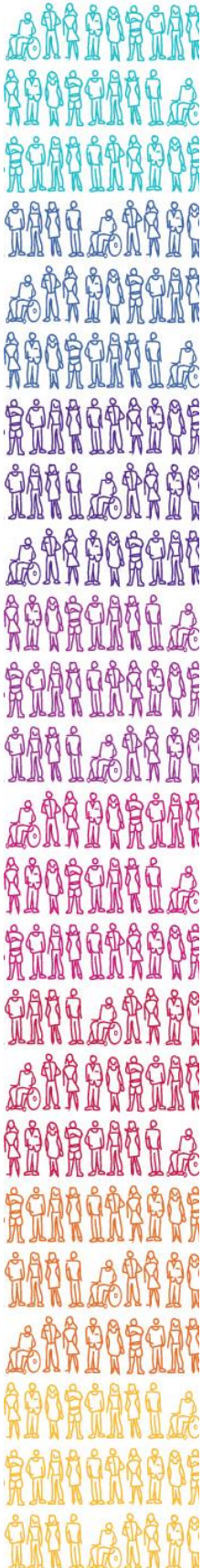
We are seen as being customer-focused, approachable and business-like. We are honest and open and are renowned for providing high quality cost effective services.

Our values

- We act with integrity and show respect
- We are all accountable
- We are passionate about our business
- We strive for simplicity
- We love success

The benefits we offer

- A basic 23 days **annual leave** per annum, rising to 28 days after five years. You also have all the bank holidays to look forward to and time off between Christmas and New Year.
- **Flexible working and annualised hours** – a flexible approach to work that our employees love!
- **Salary pay awards** – most jobs give scope for a pay increase after six months or the following April (depending on your start date) and we also review salaries each April.
- A generous career average **pension** scheme which includes life insurance of three times your salary
- No car park costs as there's ample **free parking**
- A **childcare voucher** scheme which parents appreciate
- The opportunity to **purchase a bike** through Cyclescheme (cheaper



than directly through a store) so that you can cycle to work!

- A salary sacrifice **car lease scheme** – a fully inclusive driving package for a fixed monthly cost
- Various schemes to **keep you healthy** (reduced gym membership, free swims, contributory medical schemes, wellbeing appointments, free eye tests for DSE users, after work sports clubs and more)
- We give you two days per year to **volunteer** within the local community.

How to apply

Having read about our role if you have any questions please contact Jo Paterson on 01235 422253 or email jo.paterson@southandvale.gov.uk

If this job excites you please complete our online application at www.southoxon.gov.uk/jobs. We look forward to hearing from you.