

Job Description

Job title	CASUAL FUNCTION MANAGER
Directorate	PLACE : Regeneration, Community and Culture
Division	Culture and Libraries
Range	MPR 3
Reports to	Corn Exchange Manager

Main purpose of the job:

To support the effective operational delivery of events and activities at The Rochester Corn Exchange by acting as the key point of contact for clients, contractors and suppliers, ensuring high-quality customer service and smooth event execution. The post holder will oversee event operations in the absence of the Duty Manager, supervise casual staff, maintain compliance with licensing, health and safety and financial procedures, and uphold the Council's values while contributing to a safe, professional and customer-focused venue environment.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To deputise for the Duty Manager in relation to operational delivery of event and activities at The Rochester Corn Exchange

Work with Event Executives on operation details of event ensuring a smooth handover between teams

Be the single point of contact for and work with clients ensuring the successful delivery of events, and providing excellent customer care

Be the event day contact for clients, contractors and suppliers.

To directly manage other casual members of staff working at the event.

Maintain the secure and accurate handling of all monies in keeping with the council's financial regulations.

Acting as de facto licensee assuming full control of the premises during an event and to be pro-active in areas such as health and safety, customer service and building security, liaising with the appropriate authorities as required.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Corn Exchange Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at The Corn Exchange, although they may be expected to work at any location across Medway.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level B

Good general level of education, including English and Maths at GCSE level

Knowledge

Level B

Post holder must have local knowledge

Comprehensive knowledge of the importance of client management and customer care

Excellent knowledge of the licensing regulations and personal responsibilities with regards to the sale of alcohol

Experience

Level B

Working experience in an event operations environment

Experience in a supervisory capacity

Demonstrable experience of working in a client focused business

Minimum 18 months working in Casual Bar Supervisor post, or previous demonstrable experience

Skills

Level B

Demonstrable ability to carry out a range of tasks and understand the procedures associated with them

Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working

A desire to be part of a team committed to customer service and a passion for customer focused delivery

To be able to work effectively with minimal supervision

The ability to lift and carry small loads and negotiate stairs

Demonstrable skills in managing people



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