

JOB DESCRIPTION

& CANDIDATE PROFILE

JOB TITLE: Functions & Events Front Of House Casual Staff

DEPARTMENT: Piece Hall Enterprises

LOCATION: The Piece Hall, Halifax

SALARY SCALE: £minimum wage plus 10p per hour plus 14.5% holiday plussage

HOURS: Casual including evening and weekend work

CONTRACT: Casual

REPORTS TO: Functions & Conference Coordinator

DATE: September 2021

**INTRODUCTION**

The Piece Hall in Halifax, West Yorkshire re-opened on 1st August 2017 following a multi-million-pound transformation into a world-class heritage, trade, and cultural destination. The last remaining building of its kind in the UK, this Grade I Listed Georgian cloth hall has won several national awards, hosted a Royal visit and attracted footfall of over 7 million visitors to date. The central public square can hold up to 7,500 people at a time, and hosts year-round outdoor events, including film, world-class music, performance, art, family and learning activities.

This role is an exciting opportunity to be an integral part of the hospitality team during our busy events and seasons .

**PURPOSE OF THE JOB**

Reporting to the Function and Conference Coordinator and working closely with the hospitality teams, this exciting role is responsible for ensuring an excellent customer experience around the food and drinks provision at conferences, functions and events within the Piece Hall. The role will support the Functions and Conferences Coordinator to ensure that all catering requirements required by events, conferences and functions both in the Caygill Rooms and elsewhere in the building and courtyard are understood and delivered by the Trading Rooms or other catering teams in a timely and effective manner which meets customer expectations. The role may also support the Trading Rooms front of house team, taking on additional responsibilities as required.

**KEY TASKS**

* Work with the Function and Conference Coordinator and hospitality teams to ensure that food and drink requirements at events, meetings, conferences and functions are fully understood and delivered by the Trading Rooms or other outside providers.
* Work with the Operations team and Function Coordinator to ensure that and function rooms are set up as required
* Work as part of the Trading Rooms FOH team if required

**CANDIDATE PROFILE**

* Able to maintain a calm demeanor during periods of high volume
* Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
* Able to stand for long periods of time
* Able to reach and lift overhead up to 5kg
* Able to work in an environment where smoke, fumes, steam, and other airborne particles are present
* Able to work around, handle, operate, and control hot equipment and products in a safe manner
* Able to work at a pace consistent with changing business volume and demands
* Able to learn quickly
* Able to understand and carry out oral and written instructions and request clarification when needed
* Strong interpersonal skills
* Able to work as part of a team
* Organised and punctual

SKILLS AND QUALIFICATIONS

* Previous experience of carrying out a similar role
* Proven ability to work as part of a team
* A passion and enthusiasm for the sector
* Strong evidence of customer care skills
* Ability to work under pressure

N.B. The Piece Hall Trust expects all staff and volunteers to maintain and demonstrate a very positive and supportive attitude to the organisation and to all colleagues at all times, and we consider this to be the key “behaviour” that is applied to all other requirements of all posts.

Please note:

* This job description is not exhaustive and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis