



JOB DESCRIPTION & CANDIDATE PROFILE

JOB TITLE	Venue Warden
DEPARTMENT	Operations
LOCATION	The Piece Hall, Halifax
HOURS	16 hours per week (will include evenings and weekends)
SALARY	£12.71 per hour
CONTRACT:	Permanent
DATE:	July 2026

PURPOSE OF THE JOB

Reporting to a Duty Manager, the role of a Venue Warden is to support the smooth running of The Piece Hall's daily operations. You will ensure that The Piece Hall building, and facilities deliver all the expectations of a world class visitor destination, by conducting effective security, maintenance processes, and delivering excellent customer service to Piece Hall tenants and visitors.

The role will be shift-based, and whilst you're on duty you will confidently take part in the cleaning, security, and maintenance arrangements across the site. The role will also be practical and hands on. Tidying, cleaning and maintenance will be an essential part of the daily activities. They will also act as the 'eyes and ears' for The Piece Hall Trust, with the Operations Team having overall operational responsibility for the building and its activities.

KEY RESPONSIBILITIES

- General maintenance and cleaning of the building including the Courtyard and balconies in keeping with a world class visitor destination
- To carry out and record relevant Health & Safety checks and maintenance of building systems and to report any concerns, incidents and near misses to a Senior/Manager
- To deliver services such as cleaning, maintenance, waste disposal and recycling across the site, including (but not limited to) litter picking, refreshing toilets, emptying bins, unblocking toilets etc.
- To support site access of contractors onto site and during events
- To clear snow and grit public walkways and the courtyard during colder months
- To distribute daily post and deliveries to both tenants and staff teams
- To respond to premises issues raised by tenants, passing this to relevant management
- To be a knowledgeable ambassador, greeting visitors and helping with directions and general enquiries.
- To act vigilantly in relation to safeguarding and to follow up when there are concerns
- To be active in the role of maintaining a safe and secure visitor destination.
- To undertake other appropriate duties and responsibilities from time to time as required

N.B We expect all Piece Hall Staff and volunteers to maintain and demonstrate at all times a very positive and supportive attitude to the organisation and to all colleagues. We consider this to be the key "behaviour" that is applied to all other requirements of all posts.

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. This role is also subject to a satisfactory Standard DBS Check, and two satisfactory employment references.

CANDIDATE PROFILE

Experience Required

Essential

- Demonstrable experience of delivery of a safe and clean public building or visitor destination to a high standard
- A strong track record of customer focussed delivery to the public
- Experience of creating successful working relationships with customers or partners
- Demonstrable experience of and willingness to undertake general hands on minor maintenance
- Demonstrable experience of positively managing relationships with third parties such as business neighbours
- A history of and ability to support multiple projects simultaneously

Desirable

- A working knowledge and experience of handling security in public buildings
- Experience in a role in the security sector, such as a guard/officer/steward
- A working knowledge of relevant Health and Safety legislation and experience of effective checks and record keeping for legislation and regulatory requirements
- Experience utilising and managing CCTV systems
- A track record in implementation of building fire safety.

Other Skills, Knowledge and Relevant Qualifications

Applicants must have:

- A demonstrable enthusiasm for The Piece Hall and the huge potential of the organisation and the area, and the ability to help shape and realise the Trustee's and CEO's vision for The Piece Hall
- The ability to build effective relationships
- Good face to face communication skills
- Evidence of being a positive problem-solver
- Ability to think quickly and to deal with problems calmly in a pressured situation
- The ability to deliver excellent customer service
- An understanding of the sensitivity of commercial activity in a heritage building
- A team player, able to work independently of hands on direction
- The ability to positively represent The Piece Hall to external bodies
- The willingness to work outside of 'normal' office hours
- A sense of humour and genuine enjoyment of work and the ability to maintain these attributes under pressure
- Willingness to undertake an extensive training programme.

Desirable experience and knowledge:

- Security Industry Authority (SIA) Training and License
- Door Supervisor License
- Personal license
- An accredited first aid certificate
- Safeguarding experience/ training
- A relevant H&S Qualification (IOSH, NEBOSH etc.)