

# FACILITIES HOSPITALITY ASSISTANT APPRENTICE

Role Profile



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| <b>Title</b>   | Facilities Hospitality Assistant Apprentice   |   |
| <b>Grade</b>   | Apprentice Level 2  |   |
| <b>Reference:</b>  | N692  |   |
| <b>Reports to:</b>   | Facilities Commercial Co-ordinator  |   |
| <b>Work style Definition</b>   | Office based hot-desk/touch down worker   |   |
| <b>Job Type:</b>   | Customer Facing Worker.   |   |
| <b>Primary purpose of role</b>   | <p><u>Under the direction of other staff</u></p> <p>To support the planning and delivery of events hosted at PCC venues. This will include supporting customers with bookings, upselling additional services, the configuration of buildings, rooms and spaces, as well as providing excellent hospitality and customer service to customers utilising our venues both prior to and during events.</p> <p>This post will involve some working outside of usual working hours to accommodate and support weekend and evening events.</p>   |   |
| <b>Key accountabilities and key measures</b>                                 | <p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Achieve Hospitality Team Member Level 2 Qualification (60%)</li> <li>▪ Develop new skills (10%)</li> <li>▪ Gain knowledge and experience in the organisation and service area specific to commercial events. (20%)</li> <li>▪ Successfully provide support to the team (10%)</li> </ul>  | <p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Passing assessments and examinations</li> <li>▪ Meet all objectives set out by business mentor and detailed in the Annual Review</li> <li>▪ Good feedback from team members and customers</li> </ul> |
| <b>Key activities</b><br><b>Can we order bases on highest % first please</b> | <ul style="list-style-type: none"> <li>▪ Delivery of excellent customer service to both internal and external customers using PCC buildings to host meetings, conferences, weddings and events (15%)</li> <li>▪ Supporting the co-ordination and supervision of events booked by external organisation to ensure customer satisfaction (15%)</li> <li>▪ Supporting with marketing, networking and engagement activities to actively promote PCC venues as a credible locations for events and conferences. This will include social media and on-line campaigns and use of other appropriate channels to promote the brand and venues. (5%)</li> <li>▪ Supporting existing customers to ensure retention &amp; active marketing of provision to gain new customers (10%)</li> </ul> |   |

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|   | <ul style="list-style-type: none"> <li>Supporting customer queries relating to venues and events and upselling services. (10%)</li> <li>Supporting with the setup of buildings, rooms and venues to customer specifications. This will also involve working as part of a team (20%)</li> <li>Providing refreshments to customer specification. (10%)</li> <li>Supporting the Facilities Commercial Co-ordinator in achieving incomes targets for PCC venues. (5%)</li> <li>Adhering to Health and Safety standards, regulation and legislation related to events and hospitality. (10%)</li> <li>Carry out other duties appropriate to the grade of the post</li> </ul> |
| <b>Essential qualifications/ knowledge</b>  | <ul style="list-style-type: none"> <li>Minimum of 4 GCSE's, grade A-C/I-4 or equivalent</li> <li>Knowledge of PC applications to include Microsoft Office, Word and Excel as well as ability to use social media platforms</li> <li>Commitment to complete the qualifications that are part of the apprenticeship.</li> <li>Knowledge of the flexibility required to support customers with hospitality at events and understanding that this type of work often involves evening and weekend working</li> </ul>  |
| <b>Desirable qualifications/ knowledge</b>  | <ul style="list-style-type: none"> <li>Knowledge of roles within a hospitality or events environment</li> <li>Confidence in selling services to customers</li> </ul>  |
| <b>Essential experience</b>   | <ul style="list-style-type: none"> <li>Working to deadlines</li> <li>Working as part of a team</li> <li>Working evenings and weekends</li> <li>Liaising with the public</li> </ul>  |
| <b>Desirable experience</b>   | <ul style="list-style-type: none"> <li>Customer Service experience</li> <li>Sales experience</li> </ul>   |
| <b>Essential skills</b>   | <ul style="list-style-type: none"> <li>The ability to travel between locations</li> <li>Good organisational skills</li> <li>Excellent communication skills</li> <li>Excellent customer Service skills</li> </ul>  |
| <b>Corporate standards</b> <ul style="list-style-type: none"> <li>In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul> |   |