

Duty Operations Coordinator

“My meaning simply is, that whatever I have tried to do in life, I have tried with all my heart to do well; that whatever I have devoted myself to, I have devoted myself to completely; that in great aims and in small, I have always been thoroughly in earnest.”

- Charles Dickens, *David Copperfield*

VACANCY REFERENCE CODE: 47/2019

Please quote this code on the application form

- **Based at:** The Reader, Calderstones Site, Calderstones Park, Liverpool, L18 3JB
- **Reporting to:** Site Operations Manager
Salary: £17,000 - £22,000 per annum
- **Hours:** full time per week across 7 days on a rota basis 08:00-20:00 Monday to Sunday.
- **Duration:** Permanent contract
- **Location:** Calderstones Park, Liverpool

About this role:

This is an exciting opportunity for a practically minded, highly organised individual with an aptitude for maintaining high standards to join our Calderstones Team.

As a member of the Site Operations Team, you will be responsible for setting the tone for all of our front of house services and to supervise the day to day operations of the enterprises within The Reader. You will need to deliver excellent customer service in line with the organisation's values and ethos. To be the first port of call for any problems that may arise on site and delegate to the appropriate person/team. You must be able to problem solve, be organised, a natural leader, and be confident in decision-making.

Your main responsibilities will be:

- To maintain a high FoH presence and continually interact with staff, volunteers, and visitors throughout the day
- To assist the catering, retail and programme team to cover breaks, sickness, staff shortages etc.
- To be responsible for the smooth operating of all front of house services.
- To take a lead role in the managing of incidents and emergencies whilst on duty.
- To ensure that all public areas including the toilets, reception foyer, corridors, period room etc. are presentable and welcoming at all times
- To support FoH staff/volunteers in delivering excellent customer service and allocate duties where appropriate.
- To ensure that the building is safe and secure during opening hours, includes being a key holder and to coordinate capacity levels across the site
- To support the Catering Manager in the smooth delivery of all internal and external events

- To be trained in all areas of the FoH provision, including cashing up, full catering provision, bar and reception to be able to supervise the shifts on site in the absence of the scheduled staff member/volunteer
- To assist in the setup and take down of all Reading Groups, Programmed groups and Events where necessary and ensure all H&S requirements are followed
- To effectively deal with visitor complaints/queries and aim to reduce or eliminate escalation of complaints. Provide feedback to the appropriate HoD
- To liaise with office tenants on a daily basis to ensure any problems they have are resolved
- To identify and report and maintenance requirements for equipment for the premises
- To prepare and carry out daily briefings across the site to ensure all scheduled activity is communicated and understood. This will include a daily summary report to senior management to outline the key elements of operational success and challenge.
- To report any conduct or performance issues to senior management.

Person Specification:

<p>Knowledge/ Technical Skills</p>	<ul style="list-style-type: none"> • Has sound judgement and is able to demonstrate strong practical planning and delivery (E) • Has strong interpersonal skills and has the ability to communicate effectively with staff, volunteers, group members, and members of the public (E) • Understands and is able to demonstrate the importance of high standards(E) • Is able to work collaboratively and across a number of premises (E) • Understands and can demonstrate the importance of H&S Regulations (D) *training will be provided • Has drive, initiative, motivation and resilience (E) • Can manage time effectively, be punctual and reliable (E) • Be flexible to changing demands of the post (E) • Be trustworthy, maintain confidentiality at all times in respect of organisational matters (E)
<p>Special Circumstances</p>	<ul style="list-style-type: none"> • Shares our ethos and values (E) • Has a proven track record of managing daily operational processes in the commercial and/or social enterprise sector • Is a keen learner, willing to develop their skillset (E) • Believes in and supports shared reading and the work of The Reader (E)

* E = Essential D = Desirable

How to Apply

- Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -

- Visit www.thereader.org.uk and select the 'Get Involved Section' where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to kateharrison@thereader.org.uk

Deadline for applications: Wednesday 24th July 2019.

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

Selection Process: If successful at shortlisting you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.