**Waterloo Action Centre: Hall Hire Manager Post Job Description**

Hours: 17.5 a week a week, Monday to Friday 2pm- 5.30 pm

Salary £12,000 equivalent to £24K pa if full time.

Accountable to WAC Trustees, through WAC’s Centre Coordinator

**Role:**

* To be responsible for taking hall hire bookings, ensuring that hirers are invoiced and pay on time
* To assist in the recruitment of evening and weekend caretakers; and to line manage them
* Work with the Centre Coordinator to ensure that the building is well maintained and continues to meet the current health and safety standards.

**Main Duties**

**A. Provide an effective hall hire booking service**

1. Show potential hall hire users around the building and where appropriate take bookings. Before completing the booking process, the postholder will calculate the charge for the booking and ensure that potential users understand this charge, hall hire, health and safety, and insurance conditions and that they have signed agreement to this effect. As part of the booking process, the postholder will ensure agreement with user is reached about their needs (e.g. re room layout, equipment needs, list of caterers etc).

2. Using Avalon and in conjunction with the Finance Worker, issue invoices to users for hall hire, take payment, and ensure that income has been received before date of letting.

3. Cancel bookings if agreed payment has not been received.

4. Enter all necessary information into Avalon (the hall hire booking programme).

5. Communicate effectively with the Finance Worker and as needed other staff, Trustees and volunteers, including providing accurate and up to date information about hall hire.

6. Assist users by ensuring they have access to things they need while in the building, or that for the evening caretakers have access to these things to pass on.

7. Maintain and update an e-mail list of users to ensure effective regular communication with hall hire users; and to keep in touch with them.

8. To involve and supervise volunteers in contributing to hall hire.

**B. Provide line management of the evening and weekend caretakers**

1. To ensure caretakers perform the tasks required satisfactorily.

2. To ensure that a caretaker is available when needed.

3. To check caretakers’ notes daily for any problems which have arisen during their shift and deal with these as necessary.

4. To manage timesheets, leave arrangements, note sickness and arrange cover for caretakers.

5. To recruit caretakers when there are vacancies and to provide induction and training for caretakers.

6. To inform the Finance Worker of the hours worked by each caretaker so that an appropriate monthly payment can be made through the payroll.

7. To review changes which need to be made in caretaker roles for the future and suggest these to the Centre Coordinator and Trustees.

**C. Contribute to Maintenance and improvement of the building.**

1. Ensure caretakers are trained to deal with health and safety aspects of their jobs. Check their daily reports and ensure any issues are passed on to the Centre Co-ordinator or other appropriate person.

2. Watch for and deal with or report any health and safety issues.

3. Ensure Hall Hirers have aspirate insurance and are aware of health and safety dimensions of using the Centre.

4. Assist the Centre Coordinator as required on other health and safety matters.

**D. Contribute to the general wellbeing of the Centre, working with staff, trustees and volunteers including:**

1. Deputise for the Centre Coordinator when s/he is unavailable or busy

2. Hold an up to date first aid certificate and contribute with any emergencies.

3. Other duties as required

**Person Specification**

**Essential**

1. Interviewing skills so as to be able to ascertain users’ hall hire requirements quickly and efficiently.

2. Previous experience of hall hire or of administrative co-ordination in a similar role eg in hotel industry.

3. Experience of staff management or supervision.

4. Proven capacity to establish good working relations with a wide range of current and potential users.

5. Commitment to ensuring that the best possible use of the halls is made in line with WAC’s policies.

6. Financially numerate to be able to give estimates of costs quickly for potential users.

7. Interpersonal skills to follow up and ensure payments of invoices in support of the finance worker.

8. Very well organised and accurate, so as to ensure that hall hire operates efficiently at all times.

9. Good written skills

10. Capacity to use a computer effectively including experience of, or ability to learn, Avalon.

11. Good time keeping.

12. Experience of promoting health and safety.

13. Either possessing a current 4 day First Aid certificate or a willingness to go on such training.

**Desirable**

1. Previous use of Avalon package or an alternative bookings or room hire software programme.

2. Some understanding of needs of building maintenance.

3. Having been a volunteer or involved volunteers.

4. Experience in community projects.

5. Live locally.

This job description and person specification will be subject to regular review.