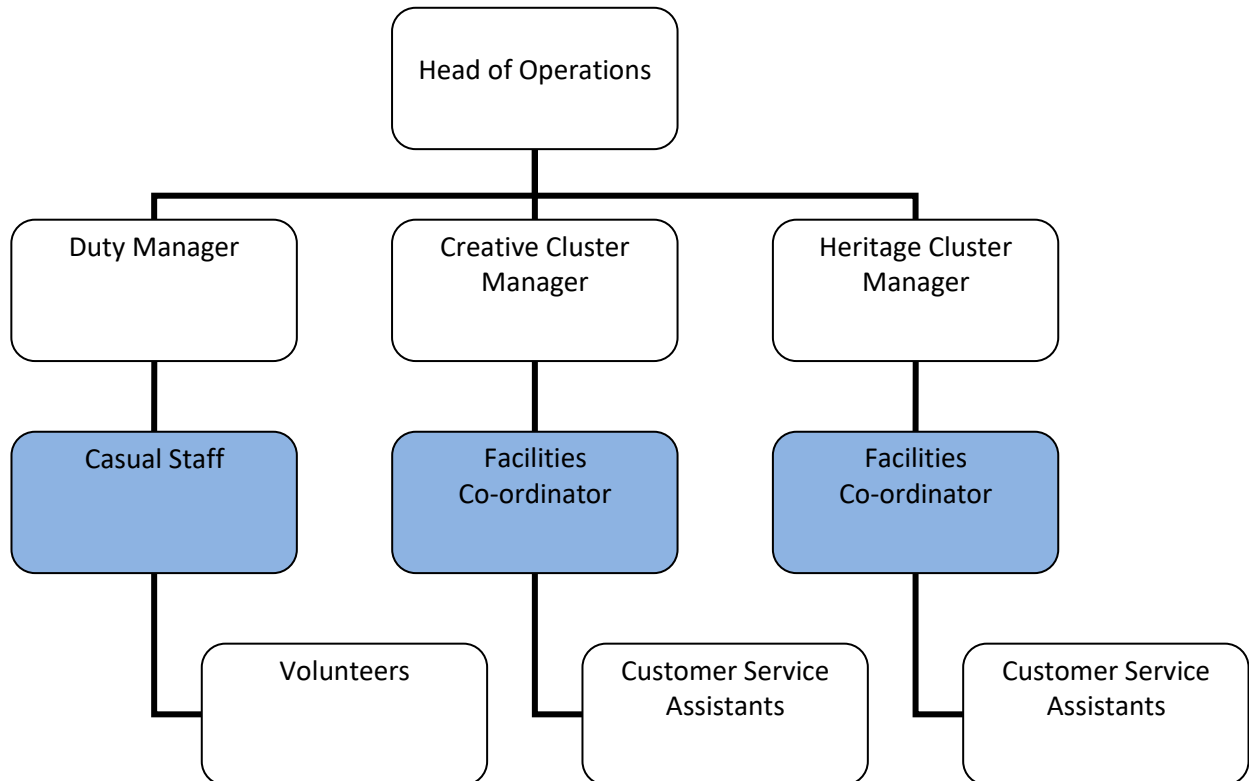


Luton Culture	Job Title	Facilities Co-ordinator – Hat District
	Department	Operations
	Grade	L4
	Reports to	Cluster Manager
	Staffing Responsibility	Yes
	Organisation	<i>Attached</i>

JOB PURPOSE:

Assist the Cluster Managers and deputise as required to deliver an effective and high quality customer focused service by supervising Hat District buildings, employees, casuals and volunteers to increase usage and support administration and business development. To be a main point of contact for internal and external queries relating to all Hat District buildings.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:		%
1	Support the Cluster Manager and deputise when required. Supervise all daily building routines and procedures and the day to day operations of the buildings. Preparing rooms daily for specific purpose/events by setting up and arranging furniture, setting up equipment and AV requirements and supplies according to the booking forms and calendar information as requested by the hirer. Ensuring the rooms are clean and presentable at all times. Ensure staffing levels are maintained and rotas are produced for Hat District.	20
2	Carry out all administration for the Hat District buildings, including booking and hiring procedures, retail sales and ensuring Tenants in the Hat District are supported. Be able to use a booking system, electronic till system and credit card machine and ensure accurate financial reporting to the Cluster Manager, investigating any anomalies and liaising with the Finance Department to rectify issues.	15
3	Undertake administrative and project related procedures including accurate maintenance of statistics, staff rotas, training and holiday records, sickness records and monitoring for staff sickness reviews.	15
4	Be responsible for the opening and closing of all Hat District buildings, ensuring buildings are secure and clean at all times. Deal with all aspects of health and safety and maintenance problems reporting and logging as required in line with the Trust's health and safety policies.	10
5	Ensure health and safety of staff, public and buildings, including protection of young and vulnerable people. Assisting the Cluster Manager with risk assessments and reviews as necessary.	10
6	Supervise, train and directly line manage employees, casuals, volunteers and work placements to ensure effective service delivery, to include such things as carrying out inductions, appraisals and one to one supervisions.	10
7	Establish excellent customer care standards and working relations with users, colleagues and other organisations to raise income. Participate in the marketing, publicity and evaluation of events. Maximise income generation and space utilisation, attracting groups and social bookings and visitor numbers.	10
8	Have basic technical experience in setting up for events and performances. This includes setting up microphones, speakers, mixers and other technical equipment.	5
9	Respond to enquiries providing information and signpost users as appropriate. Liaise with other departments, both internal and external, and external agencies to ensure legal requirements are met for the Trust's buildings i.e. licencing, health and safety, fire etc.	5

PRINCIPAL RESPONSIBILITIES:	%
<p><i>Please note these percentages are approximate and should be used for guidance purposes only. They may vary depending on staffing levels and place of work. This job description is not a definitive list of tasks – it is designed to give an overall view of the job and not to indicate what the sole requirements are for the post. Post holders will be required to perform other related duties as assigned.</i></p>	

DIMENSIONS:

Management:

Direct line management Customer Service Assistants
Casuals and volunteers

Financial Resources & Responsibilities:

The post holder will administer the day to day running of the Trust buildings and projects/ expenditure, purchasing equipment and raising invoices etc.

Physical Resources: list

Must be able to lift and carry heavy equipment as required using appropriate aids.

Work Ethos:

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Produce reports against targets for budgets and performance KPIs to Leadership Team. Work flexibly and positively to achieve the business objectives of the Trust.

Other:

- Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Able to work evenings and weekends as required.

Trust Objective:

Our vision is to be an award winning cultural Trust providing exemplary public engagement with arts and culture.

About the Trust:

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is ‘to connect communities through culture’. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. We attract over 200,000 visits per annum to our sites: The Hat Factory Arts Centre, Hat House and Hat Works creative workspaces, Wardown House Museum & Gallery and Stockwood Discovery Centre Gardens & Museum. We present a multi-cultural and year-round programme of events, exhibitions, workshops and performances. We co-produce activity with our community, partners, Museum Makers volunteers and team of cultural experts. We support creative talent and skills by providing opportunities, platforms and cultural career progression for over 15000 young people. We care for a collection of over 90,000 museum objects and 1.5 million photographs and maps. We hold the most extensive and complete hat and headwear collection in the UK and the best collection of Ian Hamilton-Finlay sculptures in England. We own and care for listed heritage sites, buildings and gardens and we are committed to the adaptive re-use of heritage for cultural purposes and community use. As a charity, we are able to use our valuable core funding from Luton Rising and Arts

Council England to lever additional funding into cultural activity in Luton, heritage care and conservation and in celebrating our diverse communities through culture.

Trust Responsibilities:

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

Trust Standards:

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

Working Environment:

Working across the Trust sites as required.

Equalities:

The postholder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect Luton Culture's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the essential and desirable criteria				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in a customer facing environment	1,2		
	Demonstrable experience of administration and financial procedures	1,2		
	Some experience of managing staff and volunteers	1,2		
Skills/Abilities	Able to deal politely and positively and communicate with a range of people including vulnerable adults and children, and effectively answering customer enquiries	1,2		
	Able to support and facilitate training of staff in procedures and routines	1,2		
	Able to manage and motivate a team and organise a workload to meet deadlines	1,2		
	Able to use tills, handle money and follow financial procedures with demonstrable numeracy skills, undertaking calculations and gathering statistics	1,2		
	Able to work effectively as part of a team in a busy environment	1,2		
	Able to use own initiative to find the most appropriate solutions and at times work unsupervised and deal with volatile and difficult situations	1,2		

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u>				
Attributes	Essential	How Measured	Desirable	How Measured
Equality Issues	Able to recognise and act on discrimination in the working environment	1,2		
Specialist Knowledge	Knowledge of relevant Health and safety and safety regulations relating to safeguarding procedures	1,2		
	Able to oversee and set up all technical aspects for events and performances.	1,2		
Education and Training	Good ICT skills, with the ability to manage emails, use the internet and have a good working knowledge of Microsoft packages	1,2		
Other Requirements	Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation	1,2		
	Awareness and understanding of the Luton Culture's charitable status and activities and the ability to explain these to customers to help seek support, including donations where appropriate	1,2		
	Able to set up rooms and move items and furniture/equipment with appropriate aids and stand for long periods of time	1,2		
	Able to work to agreed rota, to include evenings and weekends	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

NB: This job description reflects the requirements of The Culture Trust March 2024. The role and duties of the post are subject to change in line with the future development of The Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with

a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that The Culture Trust's policies are reflected in all aspects of their work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)