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| Front of House Services Supervisor  Job Reference: REQ005172  Service: Economy & Culture  Section: Venues Management  Location: Venue Cymru  Salary: £22,777 - £24,054  Hours and Basis: Average of 37 hours per week on an annualised hours basis  Welsh Language Skills:  The ability to communicate in Welsh in order to communicate with the public is desirable for this post.  Manager details for informal discussion regarding the post:  [Ben Hankey / Front of House Services Manager / 01492 879771/ ben.hankey@venuecymru.co.uk]  Conwy is committed to equality of opportunity and we welcome applications from all sections of our community. There is an option for disabled people to apply on different formats. Please contact the HR Team on 01492 576129 for further advice.  Candidates must complete our application form to be considered. CVs by themselves will not be accepted. If you have not received an interview invitation within three weeks of the closing date, you must assume that you have not been short listed for interview.  Conwy is committed to safeguarding. Qualifications and references will be verified. |

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| Venue Cymru is the regions busiest arts and events centre, comprising of a 1,500 seat theatre, 2,500 capacity arena and a full range of high quality conference and event spaces. We present a diverse arts programme, from West End Shows to our own Young Creatives performances, and host high profile conferences and events throughout the year. The role will mainly be based at Venue Cymru but there may be a requirement to work at Theatre Colwyn, Colwyn Bay which is a vibrant 400 seat venue facilitating a busy programme of both film shows and live productions. We are now recruiting for a Front of House Services Supervisor to join our front of house services team.  The Post Holder will support the Front of House Services Manager in the smooth operation of the Food and beverage service and the front of house operations  We require a highly motivated individual with excellent communication and people management skills and proven literacy and numeracy skills.  The ideal candidate will possess previous experience in the Hospitality industry including front of house operations and running banqueting events and have a thorough knowledge of relevant food hygiene and Health & Safety legislation and licensing laws  Previous cash handling experience and understanding of stock control systems are essential.  The hours of work will be an average of 37 per week on an annualised hours basis and will require evening, weekend and bank holiday working.  The ability to communicate in English is essential for this post and the ability to talk with service users in the medium of Welsh is desirable. |
| Conwy County Borough Council is committed to its Welsh Language Standards. We welcome applications in both Welsh and English and application forms received in either Language will not be treated less favourably than each other.  In promoting Equal Opportunities, Conwy welcomes applicants from all sections of the community. All Disabled applicants who meet the essential job requirements will be guaranteed an interview. The Council will provide appropriate additional work facilities for disabled applicants. |

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| Work life Balance  We promote and understand the importance of a positive and healthy work life balance. Employees working for us will benefit from 8 bank holidays per year and an attractive entitlement of;   * On appointment 25 days * After 5 years continuous service 30 days * After 10 years continuous service 32 days   Part-time employees have annual leave and bank holidays calculated on a pro rata basis.  We also consider a range of flexible working options including:   * Job sharing * Reduced hours and part time working * Term-time only contracts * Compressed hours * Flexi-time scheme * Family friendly & special leave policies   Local Government Pension Scheme  All employees are automatically opted into the Local Government Pension Scheme. More information can be found on:  <https://www.gwyneddpensionfund.org.uk/en/Prospective-Members/Reasons-For-Joining.aspx>  Health & Wellbeing  Your health & wellbeing is important to us and we are committed to promoting a culture where the health and wellbeing of employees is supported. You will benefit from:   * Occupational sick pay * Free access to round the clock Employee Assistance Program for advice and support * A comprehensive Attendance Management Policy to support and help individuals whilst at work, when sick and returning to work.   Conwy Rewards and Vectis Card  Conwy Rewards is a one stop shop for all of Conwy’s staff benefits including salary sacrifice cars from Tusker, Cycle to Work, cashback healthcare, long service awards, discounts plus much more.  You can save using online discounts, discounted gift vouchers, cashback and in store discounts with your Vectis Card. This includes high street shops, cinemas and restaurant discounts through to money of motoring, insurance, hotels and holidays. |