

Job description

Sessional Venue Staff (Islington Assembly Hall – bar, cloakroom, box office)

- Grade: London Living Wage £14.80 per hour
- Reports to: Bars and Duty Manager
- Direct reports: None
- Your team: Islington Assembly Hall
- Service area: Corporate Landlord
- Directorate: Community Wealth Building

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.
- Shift patterns vary but the standard shift is usually 5.30pm-12:30am. This post will be required to work weekends. There may be times where longer shifts are required depending on the needs of the event.

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Islington Assembly Hall (IAH) is a venue managed by Islington Council. For over 10 years, IAH has operated as a live music venue in the heart of the borough, bringing huge names to the community including Skepta, Ed Sheeran, Jack White, and Ezra Collective.

As Sessional Venue Staff, you will join our bars and cloakroom team. We host around 150 live music events per year. Some experience working within a live music venue would be beneficial.

This position is primarily for weekend staff, there is the opportunity to work weekday events however the role is mainly focused on weekend availability.

Please note: the responsibilities in the job description cover all available roles within Sessional Venue Staff. You would not be expected to take on every role. You can let us know which roles interest you in your application or at interview. We are looking for someone with the drive to progress, with opportunities to become Bar Supervisor and Senior Bar Supervisor.

You will:

- Have excellent customer service skills
- Have experience in a similar role
- Have an interest in music and events
- Have a hands-on, proactive attitude
- Thrive in a fast-moving environment
- Be looking for sessional evening work and be available March–June and Sept–Dec, especially on weekends

We will:

- Pay a minimum of London Living Wage (£14.80)
- Be busy in March, April, May, June, October, November and December, with approximately 10–20 six-hour shifts per month
- Usually open 7–11pm for gigs; bar shifts typically run 6pm–12am, and box office 6pm–10pm
- Be quieter in January, February, July and August with around 3–10 six-hour shifts per month
- Pay wages monthly (first wage received in your second month of work)

Key responsibilities

- To serve customers efficiently and to the highest professional standards, taking care not to waste any product.
- To deal with customer queries in a professional manner, escalating complaints to the Bar Supervisor, as appropriate.

- To liaise with the Bar Supervisor regarding any refunds/wastage/stock issues.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To assist with correct storage of deliveries and bring stock to and from the storage areas and prepare the bars for the event. To act as a runner, moving bar products to & from cellar to the venue.
- To have a good knowledge of products and drinks related to the bar. To handle cash and take card payments.
- To accurately use the EPOS till & ordering systems and venue bar app.
- To liaise with the Bar Supervisor regarding any service refusals and keep a record of any refusals that take place using the Refusal Log.
- To clear the bars and hall after the events, following health and safety guidelines at all times.
- To act responsibly, taking every precaution to protect the venue premises licence, for example operating the challenge 25 policy.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To sign in and out accurately at the start and end of shifts.
- To ensure high standards of cleanliness throughout the bars.

Key responsibilities – Cloakroom

- To efficiently run the cloakroom, ensuring correct processes is followed for a smooth customer experience.
- To deal with customers in a professional manner, escalating complaints or issues to the Bar Supervisor or venue staff as appropriate.
- Completing a report at the end of the shift, accurately reconciling cloakroom tickets printed and money taken, providing reasons for any inaccuracies.

Key responsibilities – Box Office

- To compile ticketing information relating to the event for the Duty Manager and provide a ticketing manifest including final advance sales, proactively contact ticket agents on phone and email to obtain all the information required for the smooth running of the box office.
- To use Qflow scanning system to upload ticket agents' barcodes and proactively contact

ticket agents if barcodes have not been received.

- To manage COBOs or dupes pertaining to the event and to reconcile the total amount on a weekly basis.
- To prepare and manage the guest lists, accessible area list and any passes or wristbands pertaining to the event when required.
- To handle cash and take card payments for 'on the door' ticket sales and keep a record of these payments using Qflow and the Box Office Event Report. To accurately record contact information for customers buying tickets on the door.
- To deal with customer queries in a professional manner, escalating complaints to the Duty Manager as appropriate.
- To maintain good communication with internal staff and the venue hirer, including promoter representatives and the venue Duty Manager, ensuring capacities are adhered to at all times.
- To liaise with the Duty Manager regarding any refusals on the door and keep a record of any refusals that take place using the Refusal Log.
- To record positive and negative feedback received at the box office and include this in the Box Office Event Report, to help Islington Assembly Hall continuously improve the service it offers.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To comply with GDPR law, ensuring all customer information is disposed of properly, using the confidential waste bins.
- To competently use Excel, One Drive and ticketing platforms to produce ticketing reports.
- To serve customers quickly, efficiently and to the highest professional standards
- To handle cash and take card payments for 'on the door' ticket sales and keep a record of these payments using Qflow and Excel.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable –
1	Previous experience working in bars	Essential
2	Previous experience working in music venue bars	Desirable
3	Previous experience in a supervisory position in bars	Desirable
4	Previous experience in a supervisory position in a music venue bar	Desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.