

**Job Description**

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| **Job Title** | Casual Support Staff |
| **Salary**  **Responsible To** | £8.45/ hour – When required (no guaranteed hours)  Holywell Trust Board of Trustees |
| **Reports To** | Director, Holywell Trust |
| **Post Commences** | September 2017 |
| **Summary of Main Responsibilities** | Holywell Trust is recruiting a small pool of people who will assist us in meeting the needs of the users of the HOLYWELL – DiverseCity Community Partnership centre at the heart of the city. This team will support our existing staff to service bookings and events.  The Casual Support Staff team will greet visitors to the HOLYWELL – DiverseCity Community Partnership building and answer and direct phone calls to the building when required. They will also perform all other duties required to meet the needs of centre users (cleaning, refreshment preparation and service etc.).  The main need for this role is likely to be at unsociable hours, evenings and weekends, and is booking dependent. |
| **Principle Duties & Tasks** | * To deliver friendly efficient customer service and to create a warm atmosphere for all workers, clients and visitors to the building. * To be aware of all activities taking place within the building. * To deal with all clients in a professional and courteous manner. * Assist other staff in ensuring that the needs of all users of the building are met. * Assist in keeping the centre clean and presentable. * Support event ticket and book sales. * Assist in the preparation rooms for meetings and events. * Prepare refreshments for meetings. * Lock up duties. * Carry out any other duties which are deemed appropriate to the job. |