

**Minutes of an Extraordinary meeting of the Strategy & Resources Committee held at the Oakwood Centre on Tuesday 3 August 2021 at 7:30 pm**

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**Present:** *Councillors K. Baker (Chairman); J. Anderson; S. Brindley; A. Chadwick; K. Gilder; M. Nagra; P. Wicks*

**Officers present:** *K. Murray, Deputy Town Clerk; M. Filmore, Committee Officer*

**Also present:** *1 member of the public*

1. **APOLOGIES**

Apologies for absence were received from Councillor Rowland.

2. **DECLARATIONS OF INTEREST**

There were no declarations of interest made by Members.

3. **EXCLUSION OF PUBLIC AND PRESS**

In response to a query the Chairman confirmed that the recommendation to exclude members of the public and press from the single agenda item was being made in line with Standing Order 1 c) in view of the confidential nature of the business about to be transacted in relation to personal information, as set out in the agenda.

**RESOLVED:**

- ◆ That in view of the confidential nature of the business about to be transacted in relation to personal information, it was advisable in the public interest that the public and press were temporarily excluded and asked to withdraw for the following agenda item.

Voting: For: 6 Against: 1 Abstentions: 0

4. **PERSONNEL MATTER**

The Deputy Town Clerk set out the proposed changes to the Venues Team structure as detailed in Report No. SR 18/21.

Following a series of questions and requests for clarification which were answered by the Deputy Town Clerk, it was

**RESOLVED:**

- ◆ To approve the proposed changes to the Venues Team structure as detailed in Report No. SR 18/21, namely:
  - Replace the existing Venues Manager role (SO2 / scp26-28) with a Bookings Manager role (SO1 / scp23-25) - job description set out in **Appendix A**
  - Replace one existing Venues Assistant role (Scale 3 / scp6-5) with a Venues Supervisor role (Scale 4 / scp 7-11) – job description set out in **Appendix B**

Voting: For: 7 Against: 0 Abstentions: 0

Meeting closed at 7:54 pm

**WOODLEY TOWN COUNCIL**

**JOB DESCRIPTION**

**Post:** **BOOKINGS MANAGER**

**Grade:** **NJC SO1 / SCP 23 -25**

**Responsible to:** **Deputy Town Clerk**

**Responsible for:**

**Normal Hours of Work:** 37 hours – full time

**Job Scope:** To be responsible for the administration, procedures and arrangements for bookings of the Council's facilities and the sales ledger.

To work with the Venues Supervisor, Venues Assistant(s), Admin Officer and Deputy Town Clerk to ensure that the Oakwood Centre and Community Halls are ready and presentable for clients and the public.

To liaise with the Council's Catering Partner on operational and strategic matters, attending meetings of the Catering Partnership as required.

To work with the Marketing Coordinator to maximise income opportunities at the Council's Venues.

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**Main duties:**

- To be responsible for all the administrative and clerical tasks involved in the hiring of the Council's facilities at the Oakwood Centre, Chapel Hall, Coronation Hall and the Memorial Ground, in accordance with the Council's procedures
- To liaise with relevant officers to ensure bookings may be accommodated, coordinating caretaking, cleaning and other booked activities
- To liaise with the Council's contracted caterers for events at the Oakwood Centre
- To meet clients when required to discuss their requirements in more detail and give them tours of Council premises
- To liaise with the Communications Officer in identifying opportunities to market and publicise the Council's venues, and to contribute to the on-going marketing and improvement of the Venues business

- To be responsible for maintaining and updating the Council's booking procedures, including condition of hire
- To collect payments for the Council's facilities and prepare and input all relevant invoices
- To maintain spreadsheets, databases and the financial and booking systems in connection with hirers and their bookings
- To seek feedback from hirers on their experience of using the Council's facilities
- To liaise with hirers of the facilities on any changes to booking arrangements or conditions
- To deal with complaints, in the first instance, about the service provided to hirers
- To be able to operate the Council's financial system and provide day to day cover of this part of the Finance Officer's responsibilities, when required.
- To ensure hirers are promptly invoiced, where appropriate, and payments received are monitored regularly to ensure invoices are paid within the terms set by the Council, following up those that are overdue
- Assist other officers with running of the Council Offices and services to the public as required.

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## **BOOKINGS MANAGER**

### **PERSON SPECIFICATION**

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#### **EXPERIENCE**

##### ***Essential:***

- Experience of financial administration and control
- Good policy implementation and management skills
- Good organisational and planning skills
- Good communication skills – both oral and written
- Well developed interpersonal skills and team working skills
- Ability to prioritise
- Knowledge of basic Health and Safety legislation
- Good self motivation
- Computer skills (Microsoft Word, Excel and Outlook)

##### ***Desirable:***

- Experience/knowledge of local government decision making and procedures
- Supervisory experience in venues, conferencing, hospitality, public or commercial buildings
- Experience of community based operations
- Successful record of providing services to the public
- Experience of supervising staff

**WOODLEY TOWN COUNCIL**

**JOB DESCRIPTION**

**Post:** **VENUES SUPERVISOR**

**Grade:** **SCALE 4 / NJCP SCP 7 - 11**

**Responsible to:** **Deputy Town Clerk**

**Responsible for:**

**Normal Hours of Work:** 37 hrs per week (hours variable to cover daytime/evening/weekend as required). Additional hours may be available/required during busy times, sickness/holiday cover.

**Job Scope:** To supervise the work of the Venues Team and ensure that the Oakwood Centre and Coronation Hall are ready and presentable for clients and the public.

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**Main duties:**

- Ensure that the Oakwood Centre and Coronation Hall are clean, ready and presentable for clients and the public.
- Supervise the work of the Venues Assistant(s) at the Oakwood Centre and allocate tasks as required.
- Draw up the monthly Venues Assistants duty rota in accordance with centre bookings.
- Cover Venues Assistant shifts as required.
- Manage own working hours to best suit the needs of the business.
- Liaise with the Bookings Manager regarding bookings, set ups and operation of the Oakwood Centre and Coronation Hall.
- Liaise with the Catering Partner as required.
- Supervise functions and larger events as required.
- Meet with clients and the Bookings Manager for function bookings.
- Order stock as required.
- Report maintenance issues as required.

## **VENUES SUPERVISOR**

### **PERSON SPECIFICATION**

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#### **EXPERIENCE**

***Essential:***

- Experience of supervising a team
- Experience in a customer-facing role
- Good organisational, interpersonal and communication skills
- Basic computer literacy.

***Desirable:***

- Experience of managing a team
- Experience of working with the general public
- Some knowledge of health and safety principles

#### **OTHER**

***Essential:***

- Ability to be flexible in hours worked
- Ability to manage own workload and adjust working hours as required
- Ability to supervise the work of others
- To work well in a team
- To be able to work on own initiative
- To be enthusiastic and hard working
- Be physically able to move furniture/equipment and access levels at different heights.