

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Wedding Coordinator / Duty Supervisor	<b>Grade:</b>	GGSS8	<b>Job Code:</b>	LCC318
<b>Service/Team:</b>	Outdoor Events	<b>Role Type:</b>	FIXED	<b>Reports to:</b>	Operations Manager - Williamson Park  LCC308
<b>Line Manages:</b>	Shop Assistant Casual staff				

### Job Summary

The Wedding Coordinator - Duty Supervisor at Lancaster City Council is responsible for overseeing the seamless execution of weddings and events, ensuring excellent customer service and operational efficiency at Williamson Park and across all commercial venues.

This role includes managing the gift shop, supervising staff, and maintaining high standards of cleanliness and service across all facilities. Key duties include liaising with wedding clients, coordinating bookings, ensuring compliance with licensing regulations, and overseeing retail operations.

### Duty Supervisor

- To be a key holder for all facilities at Williamson Park
- To oversee the operations in the absence of the parks management team, ensuring adequate staff are present during operating hours and also cover for any events.
- To prepare cash reconciliation's and ensure all income taken is accounted for in line with financial procedures.
- To ensure all facilities are maintained to a high standard of cleanliness for residents and visitors and in line with food safety standards.
- To ensure delivery of customer service is at the highest standard at all times both in person and on the phone.
- To take bookings for the facilities and record them prior to passing on all relevant documentation.
- Continuously look at ways to develop the business and improve the offer to visitors.
- To lead on raising the profile of the park's facilities using social media including Facebook and Instagram
- Assist in regularly challenging and reviewing of departmental risk assessments to ensure facilities are compliant.
- To ensure facility is compliant with all LCC policies and procedures.
- Manage all staff on duty in the absence of the park operational manager.
- All other general duties as requested by the Operations Manager.

### Direct Responsibilities

#### Weddings and Events

- Take the lead in overseeing the seamless execution of weddings
- To support the events officer on the creation, promotion and organisation of a diverse programme of events, which meet the needs of a wide audience range and provide an events programme that will complement the district and appeal to local, regional and national audiences.
- In support of the events officer further establish current events within the park and to work across all departments to identify capacity that which will generate additional commercial income.
- To meet and liaise with all bookings in relation to the Ashton Memorial
- Ensure all documentation is correct and sent out to all relevant parties
- To ensure all parties are fully aware of all documentation with regards to their booking.

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- To oversee the smooth running of all bookings from start to finish of the process.
- Be present at all Wedding ceremonies to ensure the highest possible standard to the booking, including offering assistance and resources as and when needed.
- Work with Lancashire County Council registrars to ensure all licence recommendations are adhered to.
- Ensure bookings are adequately staffed and that correct uniform is worn.
- Ensure facility is set up correctly and is maintained to the highest standard of cleanliness
- Ensure delivery of customer service to all guests is at the highest possible standard
- To complete staffing rotas in accordance with the needs for the event and business
- Oversee the serving of alcohol and beverages in line with licencing laws.
- Assist overseeing bookings and delivery of all non wedding events such as, carol concerts, art exhibitions, conferences, outdoor theatre and events.

### **Retail / Gift Shop**

- To oversee the smooth operation of the gift shop and reception area.
- To ensure all stock items are stocked fully and offer a wide range to the general public, including seasonal offers and local produce.
- To manage and oversee stock control and to order appropriate goods as required
- To prepare and complete monthly stock reports in line with Audit recommendations
- Ensure adequate staff are present during operating hours and also cover for any wedding ceremonies.
- To prepare cash reconciliation's and ensure all income taken through the shop is stored in the safe.
- Ensure all facilities are maintained to a high standard of cleanliness
- To ensure delivery of customer service is at the highest standard at all times both in person and on the phone.
- To take bookings for the facilities and record them prior to passing on all relevant documentation to the office.
- Continuously look at ways to develop the business and improve the offer to visitors.
- Assist in raising the profile of the parks facilities using social media
- Assist in regularly challenging and reviewing of departmental risk assessments.
- To ensure facility is compliant with all LCC policies and procedure, cash handling, banking
- Manage all staff on duty in the absence of the park operational manager. All other general duties as requested by the Operations Manager

### **Other areas**

- To assist in organising and delivering in house staff training in line with business and development needs
- Implement procedural changes within departments in consultation with Line Manager
- To oversee the smooth operation of all facilities and functions in the absence of Park Manager.
- Assist in running the shift on a day-to-day basis overseeing departments and ensuring H&S guidelines are adhered to including food safety, Environmental Health and Zoo standards.
- To hold keys for facilities and safe
- To oversee the cleanliness of all facilities are at the highest possible standard.
- To oversee the operation rota for all areas of the site in line with business need.
- Work in partnership with Dukes Theatre, University of Cumbria, and Friends of Williamson Park on operational issues.
- To assist the park management with regular performance monitoring for all areas of the business including, weddings, visitor numbers, volunteer hours, postcode analysis etc.
- Provide cover for all departments in line with business need and for holiday, sickness and training

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### Primary Measurable Objectives

In line with the councils' priorities, the post holder will work towards the following objectives in the ambition of:

#### Clean, Green and Safe Neighbourhoods:

- Assist in working towards Williamson Park becoming self-financing
- Assist in making Williamson Park a nationally recognised visitor attraction for leisure, events and weddings

#### Smart & Forward Thinking Council:

- To assist in making sure more customers are satisfied with our services

Primary tasks within this role to help us achieve on the council's ambitions:

- Serving customers and offering them the highest possible standard of customer service.
- Keep all areas stocked and prepared to meet customer expectations
- Maintaining highest levels of cleanliness in all areas at all times

#### Specific role related objectives

- Weddings : Ensure accurate booking documentation, full compliance with licensing, and high customer satisfaction.
- Events: In support of the events officer, ensure accurate booking documentation, full compliance with licensing, and high customer satisfaction.
- Retail & Finance: Maintain stocked inventory, conduct regular audits, and ensure proper cash-handling procedures.
- Customer Service & Venue Standards: Respond to inquiries promptly, maintain cleanliness, and promote engagement through social media.
- Business Development: Increase event bookings, provide performance reports, and implement new initiatives to improve operations.

### Staff Management Responsibilities

- Responsibility for line management of the Shop Assistant, including performance management, recruitment, team building, employee development, sickness absence management and conduct.
- Ensure effective and efficient use of available resources and to continually review to ensure improvements in service delivery, both operational and financial.

### Person Specification

Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	Hold a full clean UK Driving License  GCSE qualification Grade A-C in English and Maths or equivalent qualification/or experience	A degree or professional qualification relevant to the role.  Knowledge of Safer Food Better Business or equivalent	App Form, Interview, Certificate

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		<p>Food Hygiene Level 2 certificate</p> <p>Personal alcohol licence holder.</p>	
<b>Experience</b>	<p>Experience in holding a supervisory position</p> <p>Experience in a customer facing role</p> <p>Experience in wedding and events management</p> <p>Experience in cash handling and point of sale (POS) tills</p>	<p>Experience working under pressure in a busy environment</p> <p>Experience of day to day catering operations and associated equipment</p>	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Excellent written and verbal communication skills</p> <p>Excellent IT Skills including MS Office</p>	<p>Knowledge and understanding of visitor industry and a willingness to learn about heritage and conservation of facilities</p> <p>Knowledge of stock control and rotation procedures</p> <p>Awareness of health and safety in the workplace</p>	App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Self-motivated and able to offer a high level of commitment to deliver results</p> <p>Creative and target driven</p> <p>Ability to develop positive relationships with a range of partners and stakeholders.</p> <p>Able to work on own initiative</p> <p>Ability to work in and lead a team</p>		App Form, Interview

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<b>Special Requirements/Other</b>	<p>This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English. In this instance a role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English.</p>		App Form, Interview

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### Additional information

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	