



## Venue Department

### Events Support Assistant

#### Department summary

The Venue department provides a diverse and inclusive range of events and entertainments as well as providing space and resources for groups and individuals to host their own events and activities. The department includes bars, entertainments, technical and security services and strives to ensure everybody has the same excellent and safe experience.

#### Job Description

##### Job Grade:

LSU Casual Pay Scale

##### Job Purpose

To provide support for customers attending or associated with venue events and activities and to promote responsible and respectful behaviour. To support operational activity and vulnerable people inside and outside of the venue.

##### Job Duties

###### General duties

Reporting to the Head of Venue Operations and taking direction from the team of Duty Managers and Assistant Venue Managers you will cover a variety of support roles and functions including first aid, drink support, street support and stewarding.

###### First Aid

First aiders act as an immediate care giver, ensuring patient safety, and if necessary stabilising a patient until further support arrives.

Main duties and responsibilities include:

- To act as a first response to medical incidents
- Remain calm and patient, courteous and reassuring to patients even when this not reciprocated
- To perform triage to make sure people are treated in order of severity
- To seek advice and escalation to clinical staff or managers when your skill level or training is exceeded

###### Drink Support

Drink support is an exciting role designed to keep people safe while in the venue. The aim of the role is to improve recognition and support of vulnerable people and to reduce the negative impact of anti-social behaviour which can be a consequence of excessive alcohol consumption.

Main Duties and responsibilities include:

- To have a visible presence within the venue

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Registered office: Union Building, Ashby Road, Loughborough, Leicestershire LE11 3TT

- To introduce yourself to event attendees to build visibility and rapport
- To assist security with intoxicated and vulnerable guests inside and outside the venue
- To walk around the venue and engage with attendees (assisting other staff where necessary)
- Provide practical support to those who are vulnerable, potentially vulnerable, at risk of sexual harassment/unwanted behaviour AND those who have drunk too much
- Assist vulnerable guests at the end of their night to make sure they are in a position to get home safely
- Alert and liaise with relevant members of staff
- To ensure incident logs are completed throughout the night
- To undertake training and adhere to frameworks or schemes such as Drinkaware

#### Street support

The student street support scheme is operated in partnership with Charnwood Bough Council and the University to ensure students are kept safe during their time in Loughborough. The scheme operates on busy nights at the Union and concentrates on busy student hotspots within the student triangle.

Main duties and responsibilities include:

- To monitor designated streets and areas
- To be vigilant to anti-social behaviour
- To assist with the enforcement of non-alcohol zones
- To act as a visual deterrent to nuisance individuals and groups
- To act as a visual reassurance to residents and customers
- To gather data to inform union, university and council policy

#### Stewarding

Event Support Assistants will also be able to provide customer service to ensure a safe and non-discriminatory environment in which Loughborough students and guests may enjoy the facilities available at LSU.

Main duties and responsibilities include:

- To carry out pre-event checks
- To help manage an even flow of people entering the venue/event
- To staff restricted areas, segregated areas, exit and entry points
- To monitor crowds for signs of overcrowding
- Investigate any disturbances or incidents
- Respond to emergencies, raise the alarm and provide necessary and appropriate immediate help
- To provide a high standard of customer care
- To report issues or concerns to licensed security staff or managers

#### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

#### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the LSU's Health, Safety and Environmental Policy & Procedures.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. All staff should hold a duty and commitment to observing the LSU's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Union policies/procedures.

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Successful completion of probation will be dependent on completion of the LSU's mandatory courses which include Respect at Work, Health and Safety and Data Protection.

### **Organisational Responsibility**

Reports to the Venue Security Manager or relevant Duty Manager on shift.

### **References**

If you are offered a position, this will be subject to the receipt of satisfactory references. Referee details will be requested at the point you are offered the position in order to adhere to relevant data protection legislation.

### **Conditions of Service**

#### **Salary**

The position is offered on a casual basis. Pay will be on LSU Casual Pay Scale, £8.53 per hour plus holiday pay (see below).

The appointment will be subject to the LSU's Terms and Conditions of Employment. Benefits include contributory pension scheme (NEST) via auto-enrolment, staff discounts and access to University facilities.

#### **Hours**

This position is offered as casual with approximately 8 - 16 hours offered per week during term time (but these are not guaranteed). Ad-hoc shifts may be offered at other times.

#### **Annual Leave**

You have an entitlement to paid holiday arising from any periods that you undertake work, in accordance with the Working Time Regulations. However, it is not possible for you to take holiday on days when you are working at the Union, you must effectively take your holiday on days when you are not working here. Holiday pay will be a supplementary payment of 12.07% (subject to change) to your hourly rate of pay. You will receive payment for owed holiday with your normal pay. This means that no further pay will be due at times when holiday is taken. Your holiday pay does not form part of your remuneration in respect of any period of work.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Good understanding of the typical experience and behaviours of a night out in the union	1, 3
Skills and abilities	Able to understand working within a busy organisation	1, 2, 3
	Ability to prioritise and handle multiple tasks	2
	Excellent customer service skills	1, 2, 3
	Ability to be highly observant with great attention to detail regarding others' behaviours	1, 2, 3
	Ability to work with a diverse student population	1, 2, 3
	Understanding and commitment to equal opportunities	1, 2, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience in a night time venue environment (e.g. bars/ clubs)	1, 3
Qualifications	First aid qualification such as Emergency First Aid or First Aid at Work	1