

Job Description

Title:	Chester's Den and Events Lead
Contract type:	12-month fixed term
Reports to:	Chester's Den Manager
Based at:	The HUB, East Stand, 1866 Sheffield Road, Whittington Moor, Chesterfield S41 8NZ - to work out in the community
Job Purpose:	Chester's Den and Events– To assist in the day-to-day operations of Chester's Den, The HUB Café and The HUB Facility
Salary:	£25,500 - £27,500
Working pattern:	7am – 7pm, Flexible working pattern

Overview:

Chester's Den and The HUB exist to provide a welcoming, inclusive and community-focused space for residents, families and visitors. The Chester's Den and Events lead will support the day-to-day operation of the café and facility, ensuring a safe, friendly and high-quality experience for all users.

The postholder will also contribute to the planning, booking, coordination and delivery of community activities, children's parties, evening functions and seasonal events, helping to maximise use of the facility, strengthen community engagement and generate sustainable income. This is a 12-month fixed-term position, with performance objectives agreed and reviewed through regular supervision.

Responsibilities:

Customer Service and Community Engagement

- Provide a warm, inclusive and respectful welcome to all customers and community users.
- Deliver consistently high standards of customer care, ensuring positive experiences for individuals, families and groups.
- Respond appropriately to enquiries, feedback and concerns, escalating issues where necessary.
- Promote a community-focused environment that reflects equality, diversity and inclusion.

Food and Beverage Service

- Prepare and serve hot and cold drinks and simple food items in accordance with agreed standards.
- Ensure food safety, cleanliness and presentation requirements are met at all times.
- Monitor stock levels and assist with replenishment to support smooth service delivery.

Facility Care and Room Management

- Oversee the cleanliness and hygiene across café areas, public spaces and restrooms.
- Oversee the setting up and clearing down of rooms for community use, parties and events, in line with booking requirements.
- Report maintenance, health and safety or cleanliness concerns promptly.
- Maintain the Room booking calendar

Parties, Events and Seasonal Activities

- Manage the administration, planning and booking of children's parties, private hire, evening events and seasonal activities.
- Communicate clearly with customers regarding availability, packages, timings and basic requirements.
- Assist with preparation of event spaces, including room layout, equipment and decorations.
- Support the safe and effective delivery of events, including evening and weekend activities.
- Encourage and contribute ideas to develop community events and improve participation and attendance.

Cash Handling and Administration

- Operate the till accurately, processing cash and card payments in line with procedures.
- Assist with basic record keeping, including sales figures and event booking information.
- Follow all financial controls and data protection requirements.

Health, Safety and Safeguarding

- Comply with all health and safety, food hygiene and fire safety requirements.
- Follow safeguarding procedures and act appropriately when working with children, young people and vulnerable adults.
- Ensure a safe environment for customers, colleagues and visitors.

Teamwork and Communication

- Work collaboratively with colleagues to support café operations and community activities.
- Communicate effectively with the Head of Community Engagement and IT
- Participate in supervision, training and team meetings as required.

Equality, Diversity and Inclusion

- Act in accordance with organisational policies on equality, diversity and inclusion.
- Treat all individuals with dignity and respect and challenge discrimination where appropriate.
- To be able to work flexible hours where the role of the job requires.
- To work towards agreed Key Performance Indicators (KPIs).
- To comply with all Charity policies.
- Promote the Chesterfield Football Club Community Trust's brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- To understand and implement the Charity's Safeguarding policy, procedures, and best practice guidelines in your role. To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- Hold a commitment to equality, diversity and inclusion (ED&I) in the workplace.
- Willingness to attend training courses to enhance your own professional development.
- Always demonstrate the Charity's values.

This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasion, be required to undertake additional or other duties within the context of this job description.

Person Specification

Essential Criteria

- Commitment to delivering high-quality, inclusive customer service.
- Ability to communicate effectively with a wide range of people.
- Willingness to work flexibly, including evenings and weekends.
- Ability to work as part of a team and follow procedures.
- Awareness of the importance of health, safety and safeguarding.

Desirable Criteria

- Experience in a café, hospitality, community or events setting.
- Experience of supporting children's activities, parties or group events.
- Basic food preparation and hygiene knowledge (or willingness to train).
- Understanding of community-focused services and inclusive practice.

Additional Information

- Appointment may be subject to satisfactory references and, where appropriate, a DBS check.
- This role requires physical activity, including standing for periods and moving equipment.