

Job description

Casual Venue Assistant

Immediate team	Arts Centres
Service team	Community Arts
Line manager's job title	Venue Manager
Number of direct reports	0
Salary and grade	Grade 2 - £14.13 per hour
Duration of role	Casual
Hours per week	Casual
Location	Due to the nature of the job the designated base is Cornerstone Arts Centre, Didcot
Employing council	South
Probationary period	Six months
Notice period	n/a
Annualised hours apply	No
DBS check required	Yes
Date job description updated	August 2026

About the role and what we're looking for

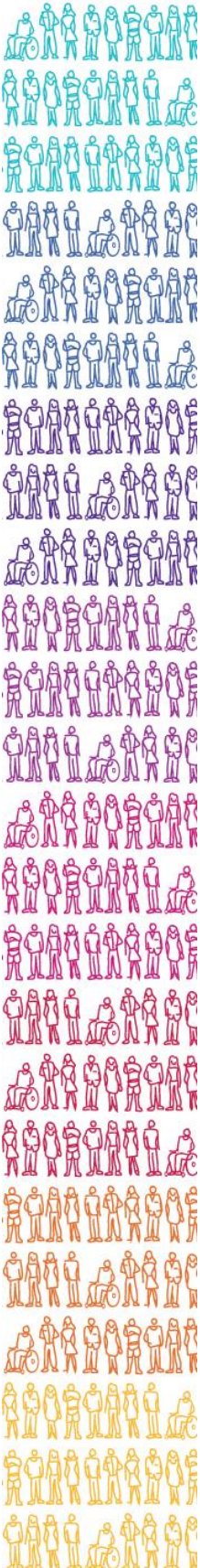
As a Venue Assistant you will be part of the front-of-house team providing excellent customer service across both the arts centre and its café/bar. You will support the Duty/Venue Manager with the smooth day-to-day running of events and activities, deliver fast and accurate ticketing and information services, and provide efficient food and beverage service that reflects Cornerstone's standards. You will uphold health and safety and licensing requirements at all times.

Your role may be more heavily weighted to one area than another but you will be expected to carry out all duties

Main duties and responsibilities

General

- Deliver a welcoming, professional front-of-house service.
- Use strong programme knowledge to advise customers.





- Process payments; manage floats; reconcile and report variances.
- Keep public areas clean, safe, accessible and well-stocked.
- Follow H&S, food hygiene and licensing; support incidents/evacuations.
- Set up rooms and spaces for events and activities.
- Support inductions by sharing systems and process knowledge.
- Report defects promptly and escalate security concerns.
- Cover workshop support for children's classes when required.

Box Office

- Use ticketing/CRM systems for sales, memberships, data and cash-up.
- Support event delivery: admissions, seating, interval service, merchandise and close-down.
- Update listings and support marketing/brochure distribution as needed.

Cafe

- Provide high-standard café/bar service; prepare drinks; serve alcohol; restock.
- Assist with basic food preparation and kitchen tasks; follow daily/weekly cleaning schedules and food-safety processes.
- Adhere at all times to premises licence and food hygiene standards.

The duties may vary from time to time without changing the nature of the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

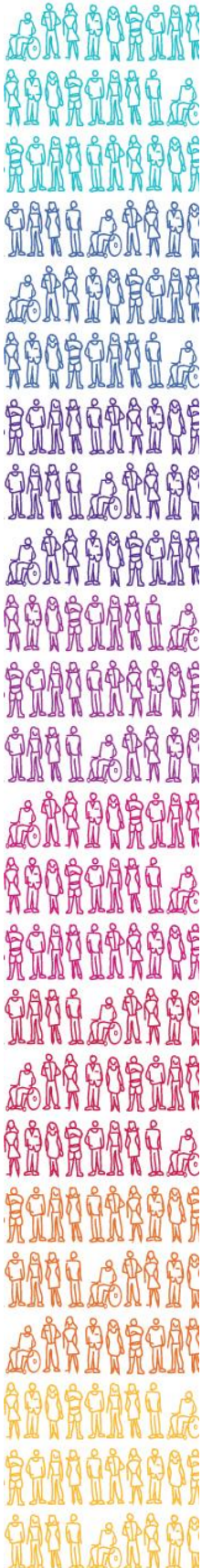
About you

Your essential qualifications

Minimum of five GCSEs including Maths and English, or equivalent experience.

Your essential skills, knowledge and experience

- Frontline customer service experience in a busy, public-facing environment.
- Confident computer skills and ability to work at pace using ticketing/EPOS systems.
- Clear, friendly and confident communication skills.



If you have the following experience or qualifications – it's a bonus

- Experience in a café/bar, catering or reception environment.
- Experience with box office/ticketing systems and basic website updates.
- Level 2 Food Hygiene / Food Safety certificate.
- Good working knowledge of Microsoft Word and Excel.
- Interest in arts, culture and live events.

Your style and behaviours

- Flexible and reliable: able to work evenings, weekends and variable shift patterns.
- High attention to detail, especially with cash handling, presentation and health & safety.
- Calm under pressure with the ability to prioritise and manage a varied workload.
- Team-focused, respectful and customer-centred.

Work related requirements:

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	Yes
Politically sensitive post	No
DBS check required	Yes
Full driving licence and use of a car for work	No
This role requires you to drive a company vehicle for work	No
This role may require you to work during the councils Christmas closure period	Yes
This role may require you to work evenings and weekends	Yes
This role may require you to work five out of seven days on a rota basis	No
This role is location specific	Yes

About us

Our Vision

We are customer focused and approachable. We are honest and open and are committed to providing high quality cost-effective public services.

Our Values



Working Together

We are a committed professional team, who embrace change and help one another improve



People and Planet

We care about each other and the environment we share



Respect

We act with integrity, and champion diversity and inclusivity



Accountability

We take ownership, do what we say, strive for clarity and welcome feedback



Approachability

We are open, honest and accessible

Our vision and values are important to the councils, and we expect you to support them and embed them in the way we work.

How to apply

Having read about our role if you have any questions please email Noel McCarthy at Noel.McCarthy@southandvale.gov.uk

If this job excites you please complete our online application at <https://myrecruitment.southandvale.gov.uk/>

We look forward to hearing from you.