

Post: **Venue and Events Assistant (part-time)**
Responsible to: **Operations Manager & Event Coordination Manager**
Hours of work: **Variable, 4-hour minimum shift. Evening and weekend work required.**
Remuneration: **£13.50 per hour**

CONWAY HALL IS THE HOME OF ETHICS

As an independent home for ideas and culture, we support diverse communities to engage with ethics through learning, conversation, and creativity, exploring the defining questions that shape our daily lives.

Background

A casual part-time opportunity has arisen for a Venue and Events Assistant to support all aspects of the delivery of venue hire events at Conway Hall.

Venue hire is a vital source of income generation at Conway Hall. The front of house team manages events on the day, including coordinating catering and set ups for a range of meetings, talks, conferences, away days, performances and receptions.

We are looking for an individual to join our team and assist with the smooth running of the extensive venue hire bookings at Conway Hall and of the building operations. The Venue and Events Assistant will work alongside our team of Duty Managers to ensure an exceptional experience for the guests and attendees. Hours of work will be flexible and include early mornings, evenings and weekend working. They will be located at our venue, Conway Hall, in Holborn.

Main duties and responsibilities

As a Venue and Events Assistant, you will be a confident and friendly host, capable of dealing with clients' requests and queries, as well as working well with a team and taking instruction from Duty Managers.

You will understand the importance of dealing with our third-party suppliers and partners with respect and understanding, as well as ensuring the clients' themselves have an overall positive experience at Conway Hall.

You will be in charge of operating our in-house cafe and bar service during events, preparing hot and cold drinks, selling refreshments, handling sales through point of sales devices, and maintaining a clean, well-stocked cafe.

You will be an excellent and confident communicator and be prepared to problem solve and think on your feet.

Key Tasks:

- Support Duty Managers in the preparation and delivery of venue hire events
- Set up and pack down furniture and equipment in the events spaces
- Provide Front of House support, including answering the phone, door and accepting deliveries
- Providing a warm welcome to all guests and delegates and take responsibility for their wellbeing while they are on site
- Assist clients with any reasonable requests
- Operating our in-house cafe and bar service during events, preparing and serve drinks, handling money and point of sales devices, and maintaining a clean, well-stocked cafe
- Serve and/or sell retail products as and when required
- Ensure the building and event spaces are kept neat and tidy throughout the day, including conducting toilet and bin checks and cleaning, taking action where appropriate
- Coordinate suppliers and caterers

General

1. Comply with Conway Hall's policies, such as health and safety, equal opportunities, etc.
2. Support the measurement and evaluation of the charitable work of the Society.
3. Support the culture of fundraising throughout Conway Hall's activities and staff.
4. Be onsite as and when the role requires and comply with the flexible working policy
5. Attend meetings and events when required, including staff meetings.
6. Participate actively in the life of the Society and venue.
7. Undertake training, as required.
8. Any other reasonable duties as required by the Head of Operations.

Successful applicants will be able to demonstrate the following:

- Excellent organisational skills
- Clear and effective communication skills
- Clear grasp of the English language
- Ability to take initiative and recognise tasks that need to be carried out without instruction

Terms

Salary:	£13.50 per hour
Hours:	Variable, 4-hour minimum shift. Evening and weekend work required
Pension:	An optional stakeholder pension scheme is available. Employee contribution of 3% is matched by 5% from the employer

To apply, please send a CV and short covering letter setting out why you are suitable for the role to Dominic Rowland, Visitor Experience Manager, at dominic@conwayhall.org.uk.