

Northumberland Estates



Job Description

1. Post Details

Job title	Seasonal Wedding & Event Steward
Directorate	Northumberland Estates – Syon Park
Function	Weddings & Events
Post reports to	Head of Functions & Events, Syon Park – also Responsible Person for a Wedding or Function Manager for an event

2. Purpose of job

This position ensures the smooth running and successful management of all Syon functions/events as part of a team - under the direction of an event manager or responsible person. A steward is the public face of Syon Park to the client, and their guests during their special day as well as the caterer and all other parties. An eye for detail and a proven record in dealing with clients is highly desirable. A quick thinking team player with a flexible approach to an ever-changing environment is ideal. Smart presentation and charm are essential qualities. This is because a steward may be responsible for enforcing rules and procedures laid down by Syon Park – but doing so in a sensitive and customer friendly way. The Wedding & Event Stewards are of central importance in ensuring the smooth and successful running of any wedding or other function. S/he will receive instructions regarding the function from the Responsible Person (for a wedding), or Event manager on the day of the event. They are responsible too for ensuring that all visitors are evacuated safely in an emergency situation, and that clients have the best possible experience possible.

Working to the direction of the Responsible Person or Event Manager or Function Manager, there will usually be between two and four stewards or staff depending on the numbers of guests expected, and the complexity of the event. Stewards usually are allocated one of four duties – Stewarding, Briding, Caterer supervision, or Hall Duty – but do need to be flexible in their approach, and will be asked to perform duties outside these roles as required.

Stewards are paid by the session, rather than by the hour – with duties usually rostered a month in advance.

3. Principle accountabilities

- 3.1 Arrive and be on duty promptly.
- 3.2 Listen carefully to the briefing provided by the Responsible Person or Function Manager with regard to special requirements or conditions, names of clients, etc.
- 3.3 Remain on duty until all guests have left, and the Responsible Person or Function Manager dismisses them.
- 3.4 Be smart in appearance with a Syon Park scarf or tie and should wear either black trousers or skirt with a black jacket and a white or black top (but not a black and white top) with long or capped sleeves (nothing sleeveless), black shoes, No more than five pieces of jewellery. Rubber bands are not acceptable. Facial piercings should be removed, and tattoos should not be visible. Hair longer than shoulder length should be tied back or pinned up.

- 3.5 Establish contact and maintain with, and liaise between all parties including caterers, clients, and families as soon as s/he comes on duty. This means chatting to guests, helping suppliers such as florists and musicians into the Great Hall and showing them where coats etc can be left and where loos are. Smiling a lot!
- 3.6 Pay particular attention to any requests made by the two registrars if the event is a wedding.
- 3.7 Attempt to resolve any problems that may occur in the course of a function under the direction of the Responsible Person.
- 3.8 Be aware of the issues surrounding security at the function including evacuation on occasion, and request assistance from the emergency services as appropriate, under the direction of the Responsible Person. (A First Aid Kit for minor injuries are located in convenient positions around all venues, and Fire-fighting appliances can be found around the House).
- 3.9 Use a radio as directed by the Responsible Person or Manager
- 3.10 Provide feedback as soon as possible on any problems or issues arising from the function, to the Responsible Person.
- 3.11 Hand in all lost property to the Estate office
- 3.12 Evacuate all visitors, guests and suppliers in an emergency situation
- 3.13 Manage and maintain existing event assets (lights, furniture etc...) and identify the need for new
- 3.14 Move furniture or stack chairs or transport goods between venues under the direction of the Function Manager or Responsible Person.
- 3.15 Ensure venues and furniture are set-up for each event as agreed being mindful of any conservation issues – also ensuring they are returned to standard layouts after/between events so that the areas are all show round ready or appropriately presented for other household activities. This will also mean turning on lights, attending to blinds, checking toilets, switching fires and heaters on and off
- 3.16 Take particular care of the House and its contents, ensuring that guests and suppliers do too
- 3.17 To maintain consistently high quality customer service throughout the customer event life cycle
- 3.18 Ensure venues and furniture are set-up for each event as agreed being mindful of any conservation issues – also ensuring they are returned to standard layouts after/between events so that the areas are all show round ready or appropriately presented for other household activities
- 3.19 Develop skills and knowledge necessary for the effective performance of the role through on-going training, as provided by Syon Park or elsewhere subject to prior approval
- 3.20 To be willing to work in other locations in the organisation as required

4. Communication

- a) To liaise and build good working relationships with other Syon staff
- b) Working with caretaking, cleaning and maintenance teams
- c) Clients, guests and suppliers

Key Points of Contact:

Internal:

1. Head of Functions & Events, Sales & Events Executive, Great Conservatory Cleaner, Operations & Events Managers, Seasonal Function Manager and Seasonal Stewards
2. Buildings & Maintenance Team including caretakers and Duty Managers
3. House Management team including House Manager/Administrator, Administrators, Deputy House Manager, House Cleaners, seasonal guides and Visitor Centre staff

4. Gardening Team including Duty Gardeners
5. Alnwick and Albury staff

External:

1. All customers
2. Event suppliers and organisers
3. Catering, security, registrars and entertainment suppliers
4. Estate tenants and businesses

5. (H&S) Accident and investigation

- 5.1 Ensure health and safety standards for all events are maintained across all locations
- 5.2 Be Aware of risk assessments, radio terminology, emergency evacuation procedures and ensure they are worked to
- 5.3 Ensure activities meet with and integrate with Syon Park requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
- 5.4 Maintain effective liaison with and take guidance from Syon Park's Health and Safety and Senior Managers to ensure adequate protection of personnel, the site and its collection during events

6. Training

- 6.2 First Aid training
- 6.3 Function team induction course
- 6.4 Customer services skills/ conflict resolution
- 6.5 Staff Induction course
- 6.6 Manual Handling
- 6.7 To attend any training courses required to fulfil the role

7 Records Management

- 7.1 All records created by staff in the course of working for Northumberland Estates, whether in Northumberland Estates premises or elsewhere, are the property of Northumberland Estates and should be kept securely in accordance with the Records Management Policy.
- 7.2 All staff are obliged to create records necessary to account for their actions, document the discharge of their responsibilities, and to allow colleagues and management to understand the context of their work and continue their tasks as necessary in their absence.
- 7.3 Staff must maintain paper and digital records in well-ordered and documented filing systems such that they can be easily retrieved when necessary.
- 7.4 All staff should regularly review their paper and digital records in line with the relevant retention schedule and follow the instructions thereon.

8. Qualifications and training

- Excellent communicator
- Ability to work within a team – but also take responsibility for actions and work on own initiative.
- Demonstrate commitment to providing a high level of customer service.
- A good eye for detail with the determination to ensure that all aspects of the event are in place.
- Willing to work evenings and weekends.
- First Aid training
- **Calm, friendly manner and positive attitude.**

Personal Qualities:

- A confident and mature approach is essential.
- Must be self-motivated and able to act on own initiative.
- Excellent team working and awareness.
- A positive and outgoing personality is essential.
- A high standard of personal presentation and excellent telephone manner.
- Willingness to delight the customer.
- Commitment to develop expertise and having the courage to try new things.
- Supporting others to succeed.