



Job Description – Seasonal Evening Event Assistant

Post Details

Job title:	Seasonal Evening Event Assistant
Directorate:	Northumberland Estates – Syon Park
Function:	Weddings & Events
Post reports to:	Senior Management Team
Days/Hours:	Variable, to include evenings and weekends Mid-March to mid-October
Rate of pay:	£17.00 per hour

Our Event season runs from April to mid-October each year and we can hold events every day of the week. The EEA will be assisting the evening manager who is responsible for smooth running of events within the Great Conservatory. The set-up supervisor would supervise daytime and early evening set-up, before handing over to the Events Operation Manager to manage the rest of the evening. The EEA will be a key support throughout our evening events.

Purpose of job:

The EEA will be working at the Great Conservatory which is a Grade 1 listed building, is over 200 years old and home to several unique plants. This position is a significant to the successful running of events at Syon Park. The EEA will support the evening manager in ensuring that the clients and guests have an enjoyable time. Helping them to enforce rules and procedures that are laid down by Syon Park, including sound management and health and safety. A record of dealing with high end clients is desirable and a keen eye for detail is essential. A quick-thinking team player with a flexible approach to an ever-changing environment is ideal.

Key Responsibilities & Accountabilities

Event Management:

- To work to agreed customer service standards
- To liaise with catering and other external suppliers in line with agreed service level and performance standards
- Deputise for Event Manager where appropriate at weddings and events

Skills & Experience:

- At least 12 months operational experience of managing events in historic/unique venues is desirable but not essential.
- Excellent communicator
- Ability to work independently and take responsibility for actions and work on own initiative
- Demonstrate commitment to providing a high level of customer service
- Calm, friendly manner and positive attitude
- First Aid training and SIA qualification would be desirable, but not essential
- UK driving licence and own transport preferable

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

Health & Safety:

- Ensure health and safety standards for all events are maintained across all locations
- 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
- 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

Customer Service:

- To maintain consistently high-quality customer service

- To ensure regular communication with each customer on site, dealing with issues as and when they arise
- Ensure venues and furniture are set-up for each event as agreed being mindful of any conservation rules.
- To liaise and build good working relationships with other Syon staff