

Capel Manor College

Casual Events Assistant

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	Casual Events Assistant
Scale	Business and Learning Support
Grade	£14.80 per hour plus holiday pay
Responsible to	Head of Commercial Services
Location	Enfield
Contract	Casual

Key Responsibilities:

The key responsibility of the casual Events Assistant is to support operational delivery for commercial activities. Activities include but not limited to room and venue hire, school visits, group visits, animal experiences and Friends of Capel Manor Memberships. The post holder will be responsible for supporting delivery of annual events programme for Capel Manor College, Gardens and Forty Hall Farm, including set-up, breakdown and overall logistics. They will ensure the highest standards of health and safety for public activities and events.

Responsibilities:

1. Supporting with the day-to-day organisation and delivery of the annual commercial events programme, including planning and logistics, set-up and breakdown of the shows and events.
2. Supporting organisation and operational delivery of all activities including venue hire, weddings and special events.
3. Providing information and carrying out site visits for venue hire, weddings and special event enquiries.
4. Ensuring the highest level of customer satisfaction, both pre, post and during each activity or event.
5. Delivering multiple events and projects and ensuring deadlines are met.
6. Supporting the wider team in retail, visitor admissions and reception when required.
7. Flexibility to working weekends.

General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. To operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

PERSON SPECIFICATION

Qualifications

- Possess a Level 2 qualification in English and Maths or a willingness to achieve within a specified period
- Evidence of continuous professional development

Experience

- Previous experience in similar events role

- Previous experience customer service roles

Skills, Abilities and Knowledge

- The ability to multi-task and manage time effectively and efficiently
- The confidence to build effective relationships via email, over the phone or face-to-face
- Excellent customer service
- Effective communication and organisation skills
- The ability to work on own initiative and as part of a team
- The ability to communicate effectively orally and in writing.

Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults
- Emotional resilience
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery
- Should the position involve regular driving, a clean driving licence is required