



SEVERNDROOG CASTLE

Job Title: Casual Events Assistant
Reports to: Heritage Manager
Hours: Zero hours contract
Salary: £7.80 per hour

Your main responsibility will be to assist in the coordination of events such as private hire for parties, weddings, meetings and the smooth running of the activity and safety of all guests. You will ensure all of our guests receive at all times efficient, friendly and quality service. The role involves a range of duties, including:

1. Ensuring the rooms are set up to a high standard according to guest requirements before they arrive this will include moving and lifting equipment.
2. Servicing the rooms during the event and being ready to help to make sure the event runs smoothly on the day.
3. Maintaining the security and health and safety the castle before, during and after the period of hire
4. Welcome guests in a polite and friendly manner, consistently demonstrating great customer service
5. Monitor and steward specific areas inside and outside the castle during the hire
6. Ensure standards of cleanliness and safety are maintained throughout the event and the venue is properly cleaned before and after the event
7. In the event of an emergency, assist in coordinating the evacuation of the venue and liaison with emergency services if necessary
8. Assist in closing and securing the venue at the end of the event when required
9. Deal with customer complaints and respond to any serious issues such as evacuation, accidents etc
10. To ensure compliance with all SCBPT policies with particular reference to the Health and Safety, Equal Opportunity and Customer Service policies
11. The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder.

Experience of fully participating in a team of staff/volunteers providing an effective service.

Positive attitude and someone who makes our guests smile

Genuinely friendly and caring

Enjoys working as part of a team

Ambitious and hard working

Good communication and personal presentation

Knowledge of health and safety requirements for public buildings.

Ability to deal with enquiries from members of the public in person or by telephone.

Ability to communicate effectively using oral and written skills.

Ability to work evenings, weekends and public holidays as required.

Involves some heavy lifting