

PITZHANGER

MANOR & GALLERY

Freelance Events and Front of House Duty Manager

Department Commercial and Operations

Reports to Retail & Visitor Experience (R&VE) Manager, Events Manager, Public Programmes Manager

Hours of work Freelance casual contract for evenings, weekends and other casual hours

Salary £12 per hour

Job Description

Role

We are looking for a positive, friendly and proactive person to join a pool of staff to support the delivery of events and external hires at Pitzhanger Manor & Gallery and our education space, The Rickyard. This is a casual duty management role, with hours dependent on the number and duration of events happening on site.

Key Accountabilities

- Opening and closing the Rickyard, Manor or Gallery for public and private events and external hires during weekdays, weekends and evenings
- Duty management for your area whilst on shift
- Preparation of the presentation of the spaces for clients and visitors. Ensuring spaces are clean, tidy and ready for use, before and after events, conducting an inventory
- Greeting clients and guests, learners and other stakeholders, handover visitors, learner, clients to relevant hosts or facilitators as appropriate
- Assisting with the setup of events, as per event instructions; organise, move and set up furniture and technical equipment
- Being on hand to answer queries and support guests during the event, greet and advocate for programmes and events
- Following health and safety, safeguarding and other procedures
- Ensuring the clients and guests leave promptly and ensure that the space is returned to the left in the same condition it was let in.
- Cleaning the main space, toilets and kitchen before and after the event
- Liaising with Managers and reporting any issues and feedback back to the event managers at Pitzhanger Manor & Gallery in a timely manner and supporting the team to implement changes as necessary; communicate effectively with Manager and other stakeholders

PITZHANGER

MANOR & GALLERY

- Supporting the Events team responding to email and phone correspondence about venue hire and events; associated administration or Front-of-House duties as required

Person Specification

Criteria	Essential/Desirable	To be Assessed Application Form/Interview/ Test
You should be reliable, trustworthy and punctual with a proactive, 'can-do' attitude	E	AF/I
You should be confident, open, friendly and enjoy working with the public	E	AF/I
You will need to be confident working alone, using initiative and be able to solve problems quickly and calmly	E	AF/I
You will have experience of working in a customer-facing role ideally within hospitality or similar	E	AF/I
You are available to work flexibly across a 7 day week including weekends and bank holidays	E	AF/I
Qualified First Aider	D	AF
Experience with technical equipment, such as AV, and event set-up	D	

Location

Pitzhanger Manor & Gallery, Mattock Lane, Ealing, London, W5 5EQ or The Rickyard, Walpole Park, Ealing, London W5 5BS

Hours

Fee Paid, casual contract, exact hours are dependent on number of, and duration of events.

To Apply:

Please send your CV and a covering letter to Kim Morrison and Amy Akino-Wittering at kim.morrison@pitzhanger.org.uk and amy.akino@pitzhanger.org.uk indicating how your skills and experience match the person specification.

Applications are ongoing as we hope to create a pool of freelance Event and Front of House Duty Managers.

Those that best match the criteria will be invited to interview with Amy Akino-Wittering, Retail & Visitor Experience Manager and Kim Morrison Learning and Public Programmes Coordinator.