

PITZHANGER

MANOR & GALLERY

Fee Paid Events Duty Manager

Department Commercial and Operations

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

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

Salary £12 per hour

Job Description

We are looking for a positive, client facing 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 of events happening on site.

Key Accountabilities

- Opening and closing the Rickyard, Manor or Gallery for private events and external hires during weekdays, weekends and evenings
- Duty management for your area whilst on shift
- Ensuring spaces are clean, tidy and ready for use, before and after events, conducting and inventory
- Invigilation, conservation and security of historic spaces during events
- Greeting clients and guests, and assisting with the setup of events
- Being on hand to answer queries and support guests during the event
- Following health and safety, safeguarding and other procedures
- Ensuring the clients leave promptly
- Cleaning the main space, toilets and kitchen before and after the event
- 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.
- Hosting or co-hosting online (Zoom) events
- Setting up online (Zoom) events
- Supporting the Events team responding to email and phone correspondence about venue hire and events; associated administration or Front-of-House duties as required.
- Working with Pitzhanger Approved Suppliers on site to deliver events within agreed terms and formats

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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 setting up and delivering online (Zoom) events	E	AF/I
Experience in invigilation and manning client facing spaces	E	AF/I
Access to own computer for remote working	D	I
Experience working in an Arts or Heritage venue, with recognition and preservation concerns relating to events	D	AF/I

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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 Chloe Turner indicating how your skills and experience match the person specification to applications@pitzhanger.org.uk

Applications close 12th March 2021

Interviews will be held week commencing 22nd March 2021

Those that best match the criteria will be invited to interview with Chloe Turner, Front of House Manager and Beth Stansfield, Events Manager.

Contact Chloe Turner at chloe.turner@pitzhanger.org.uk with questions related to this role.