

Duty Manager

Department: Commercial & Operations

Reports to: Events Manager, Front of House Manager and Head of Engagement

Hours: Fee paid zero hour contract working flexibly across a seven day week including weekends and bank holiday

Salary: £13 per hour

Job Description

Pitzhanger Manor is the Grade 1 listed 'country' house of Sir John Soane, designed and built by Soane 1800-1804 in what was then rural Ealing, West London. Pitzhanger reopened to the public following a £12m HLF and ACE-supported building project to restore Soane's original design and upgrade the adjacent Gallery to stage a series of ambitious and challenging contemporary exhibitions including Anish Kapoor, Anthony Caro and Es Devlin.

Role

We are looking for positive, confident and proactive people to join our pool of events staff to support the delivery of events and external hires at Pitzhanger Manor & Gallery, Soane's Kitchen and The Rickyard.

Key Accountabilities

- Greeting clients and guests, and being present to answer queries and support guests during the event
- Assisting with the setup of events
- Following health and safety, safeguarding and other procedures
- Ensuring the clients leave promptly and ensure that the space is returned to the left in the same condition it was let in.
- Helping to keep main event spaces clean and presentable 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
- Liaise with the Events Manager to ensure that tasks are completed promptly and any issues reported.
- Act as an advocate for the Grade 1 listed site and ensuring conservation procedures are adhered to protect it

Person Specification

- You should be reliable, trustworthy and punctual with a proactive, 'can-do' attitude.
- You should be confident, open, friendly and enjoy working with the public

- You will have excellent attention to detail and are confident using your initiative to be able to solve problems quickly and calmly
- You are available to work flexibly across a 7-day week including weekends and bank holidays
- You will have understanding of (or willingness to learn) the importance of protecting our Grade 1 listed site, and the confidence to ensure that the necessary precautions are carried out
- You must have experience working in a customer-facing role, ideally within hospitality or similar events experience
- Being a qualified First Aider is desirable but not required

Dress Code

Duty Managers should be dressed smartly to reflect the high standard of events at Pitzhanger Manor & Gallery. Please note that if you are not dressed appropriately, you may not be able to work the shift.

Location

Pitzhanger Manor & Gallery, Mattock Lane, Ealing, London, W5 5EQ

Hours

Fee paid, zero hour contract – exact hours are determined by the duration of events. While we understand that emergencies and last minute illnesses do arise please be aware that if you cancel last-minute more than three times, you will not be considered for future events.

To Apply

Please send a copy of your CV and two references to applications@pitzhanger.org.uk

Your references will only be contacted if you are considered for the role.

Those that best match the criteria will be invited to an interview with Daniela de Montby, Events Manager, and Ellie Mahan, Visitor Experience Assistant Manager.