

PITZHANGER

MANOR & GALLERY

Role: Duty Manager

Department: Commercial & Operations

Reports to: Events Manager

Hours: Freelance contract working flexibly across a seven day week including weekends and bank holiday

Salary: £13.15 p/h (to be invoiced on a monthly basis - accounts@pitzhanger.org.uk)

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

You are a positive, confident and proactive person who will 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 a being present to answer queries and support guests during the event
- Managing events on the day ensuring everything set out on the event sheet is adhered to.
- 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
- Opening and closing the venues during event times

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

Freelance 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.

During busy periods (March - September) you are committed to working at least 3 events per month.

How to apply

To apply, please send a copy of your CV and two references to private.hire@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 one of our Event Managers.