

Event Duty Manager

Job Profile

About the Job:

- Llanthony Secunda Priory Trust seek a number of casual Event Duty Managers to join our team and help deliver a varied and exciting programme of conferences, weddings, and events.
- You will manage all from back of house, security, technical, and related services for the venue, acting as the onsite Duty Manager and ensuring a positive experience for all visitors.
- This post is on a casual basis and as such is entirely flexible, ensuring that our service is delivered effectively, efficiently, and entirely customer focused. The casual contract means that the Trust is not obliged to offer work and the individual does not have to accept work when offered. Obviously once an individual has made a commitment to cover a specific date then they are contractually obliged to do so.
- Hourly rate of pay: £13 plus holiday pay.
- The hourly rate of pay will be £15 plus holiday pay for those applying with a valid SIA licence.

About the Trust:

- Llanthony Secunda Priory Trust (LSPT) was formed in 2007 to manage, restore and preserve Llanthony Secunda Priory.
- The site is of national historic, cultural and archaeological significance located a short walk from the centre of historic Gloucester, surrounded by 21st century waterside regeneration.
- The Trust are coming to an end of the National Heritage Lottery Funded project, which saw the completion of major renovation works, landscaping, and interpretation of the 900-year history of the site, and seek to deliver an exciting range of events to ensure our sustainability.

Job Roles:

- Deputise for the Designated Premises Supervisor on the relevant premise's licenses.
- Supervise and direct operational staff while on duty.
- Ensure the effective, sympathetic and efficient running of the buildings and their programme of activities, projects and festivals concentrating throughout on maintaining high levels of presentation and customer satisfaction.
- Be accountable for all health and safety matters within the venue whilst on shift.
- Comply with procedures to manage risk to the public, staff, traders and contractors and follow and comply with set procedures for income management, cash handling and till operation.
- Provide custodial and maintenance services for the buildings and facilities, including day to day cleaning and repairs.

- Ensure that rooms and facilities are prepared for use when working and also prepared for the following day.
- Ensuring that the historic fabric is treated with respect.
- Take responsibility for service complaints, resolving within corporate timescales and implementing new procedures.
- Act as the designated fire warden and be confident in fire evacuation.
- Make decisions in response to continually changing customer needs and expectations, including anticipating demands and forward thinking but also solving on the spot problems.
- Taking on any other additional duties as reasonably required by Llanthony Secunda Priory Trust.

Special Conditions:

- Predominantly weekend and evening work

The Ideal Candidate will preferably have:

Experience, Knowledge, Skills, and Understanding

- Experience in a customer service role and in custodial maintenance.
- Excellent customer service standards.
- Excellent communication skills with the ability to put people at ease.
- Ability to delegate and work effectively as part of a team and be flexible and adaptable to changing priorities.
- Ability to serve and supervise the sale of alcoholic and non-alcoholic drinks in a bar setting with the understanding of the laws surrounding the service of alcohol.
- Thorough health and safety knowledge/legislation and understanding the risk.
- An interest in historic buildings is not essential but will be helpful as it will be important to understand the sensitivity of the different parts of the buildings and how to ensure they are not damaged. Training will be provided.

Behavioural Attributes

- Taking ownership of your work, providing great services to meet personal, organisational and customer expectations.
- Being creative and using your initiative to actively seek to improve services and processes.

Education & Qualifications

- The following qualifications/licenses may be advantageous but not essential: First aid at work, personal license holder, SIA trained and registered.

How to Apply:

- Applications should take the form of a brief Curriculum Vitae and a covering letter which addresses your interest and suitability for this post.
- Applications should be sent to sarah.lewis@llanthysecunda.org and confirmation of receipt will be sent by email as soon as possible.