

JOB DESCRIPTION

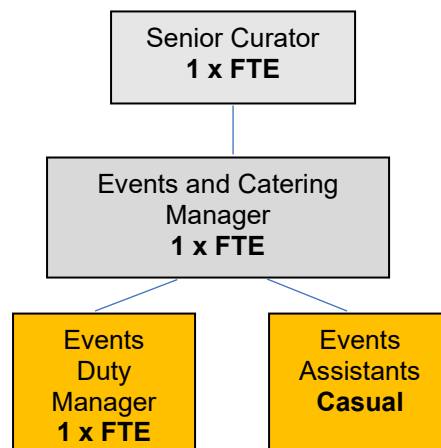
Job Title	Events Assistant
Department	Environment and Communities
Section or Service	Museums
Grade	Grade C: £30,120 - £32,346 (Full-Time Equivalent) Weekday Enhancement: £4.43 Weekend Enhancement: £6.64

DESIGNATION:

Responsible to:	Events and Catering Manager
Employees directly supervised (if applicable):	N/A

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

- To assist in the delivery of the commercial hire and public programme events at Leighton House and Sambourne House. Work with the onsite caterer to ensure high quality events are provided to all clients and attendees.
- Assist in the delivery of weekend learning events to ensure high quality service is provided to family audiences.
- Support the safety and security of the museums and their contents, provide frontline information and assistance to visitors.
- Be a point of contact for all visitors to the museum, providing friendly and efficient advice at all times.

2. DESCRIPTION OF DUTIES:

Main Duties and Responsibilities

Commercial Events

- Work as part of a team to ensure the successful delivery of each event, working with relevant museum colleagues to ensure the safety and security of guests and of the museum and its collections.
- Ensure the museum is properly prepared for evening events as directed by the Duty Manager.
- Work closely with the museum's contracted caterers to ensure delivery of high-quality events, from access and set up to final clearance and lock-up at the end of the event.
- Be available to work outside of standard office hours, particularly during evenings and weekends to ensure smooth running of events.
- Ensure the safety of the museum and its contents during film shoots and photo-shoots.
- Be a friendly and professional first point of contact at reception for event hirers and their guests.
- Ensure public spaces are fit, safe and presented to a high standard for the use of guests.
- Liaise and collaborate closely with the team operating the museum café to support consistently high standards of visitor experience across both museums and effective delivery of daily events and operations.
- Strike and pack down after the events to ensure museum is returned to the appropriate state for visitors.

Public Events Programme and Special Events

- Work as part of a team to deliver the museums' own programme of public evening events including film screenings, private guided tours, exhibition openings, concerts, lectures and receptions, liaising with caterers and other providers as necessary.
- Work as part of a team to deliver the museums' own programme of weekend learning & engagement events for families including workshops, performances and talks, liaising with other providers as necessary.

- Work as part of a team to deliver fundraising events and dinners in collaboration with the Friends of the museum as well as working at key events such as the annual Garden Party and Friends Dinner.

Further duties

- Ensure a professional and welcoming visitor experience and high standard of customer care.
- Take daily responsibility for health & safety in all visitor facing areas ensuring safe visitor flow.
- Undertake training as required, including First Aider and Fire Warden training and contribute to disaster / emergency planning and implementation.
- Work in the museum shops when on duty and maximise income generation.
- Carry out any immediate actions required to protect the fabric of the building and its contents as a result of an event. Report immediately any damage or issues that arise during an event.
- Any other reasonable duties as may be required by the Events and Catering Manager or Public Programming Manager or Duty Manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Events Assistant
-------------------	------------------

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: None
C	Skills; Experience and Attitude Essential: <ul style="list-style-type: none"> • Experience of working in the events industry - ideally within an historic environment • Ability to work on both weekdays and weekends, as well as evenings, when required. • Experience working as part of a team, especially in an evening event setting. • Excellent interpersonal skills, with the ability to work with a wide range of people and as part of a varied and diverse team. • Demonstrable understanding of, and experience in, supporting visitor access needs in a museum, gallery or similar customer service environment, including for evening events. • Ability to prioritise a diverse workload efficiently with a minimum of supervision. • Good organisational skills and attention to detail • Ability to acquire an excellent working knowledge of the museum contents, procedures and key departmental contacts

	<ul style="list-style-type: none"> • Demonstrable knowledge of workplace health and safety requirements in a public facing environment • Demonstrable understanding of, and experience in, supporting visitor access needs in a museum, gallery or similar customer service environment. • Ability to exercise initiative and problem solve • Experience of working in a customer-facing role with excellent interpersonal skills • Knowledge of booking, payment and invoice systems. • Good intermediate level IT skills including experience of using Microsoft Office 365 – including Excel, Teams, SharePoint and Outlook. • Strong interpersonal skills with a record of creating and developing friendly and productive working relationships
--	---

Our Values & Behaviours	
D	<div style="background-color: #007bff; color: white; text-align: center; padding: 5px; border-radius: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #28a745; color: white; text-align: center; padding: 5px; border-radius: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	<div data-bbox="256 221 831 300" data-label="Section-Header"> <p>INTEGRITY</p> </div> <ul data-bbox="292 320 1436 409" style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p data-bbox="244 439 852 465">The following examples are indicators of effective behaviour:</p> <ul data-bbox="292 495 1331 573" style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p data-bbox="244 600 512 627">Our residents will feel that:</p> <ul data-bbox="292 629 1177 707" style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<div data-bbox="256 763 783 837" data-label="Section-Header"> <p>WORKING TOGETHER</p> </div> <ul data-bbox="292 860 1391 952" style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p data-bbox="244 981 852 1008">The following examples are indicators of effective behaviour:</p> <ul data-bbox="292 1037 1452 1144" style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p data-bbox="244 1171 512 1198">Our residents will feel that:</p> <ul data-bbox="292 1225 1051 1303" style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.