

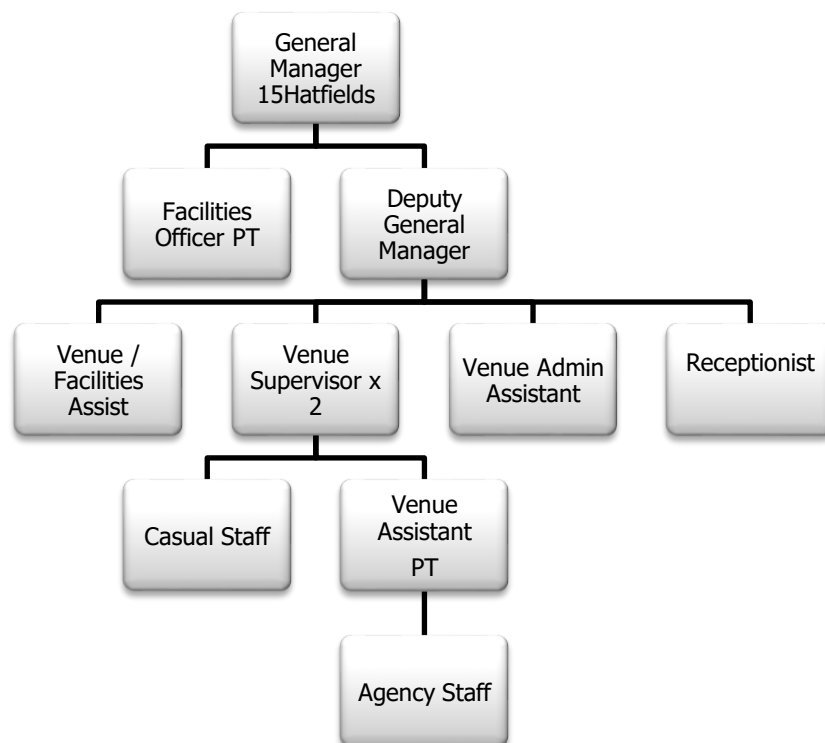
## Job description

Job title:	Part time Venue Assistant
Reports to:	Events Supervisors
Title holder:	Vacant - 21hrs a week
Salary:	£21,000 per annum pro rata to 21 hours per week

## Main objectives

To work closely with the Event Supervisors and management team to support the delivery of all services contracted by both internal and external clients within 15Hatfields head office function, ensuring that the high service levels are met and delivered to the highest standard and are in line with the 15Hatfields Operations Manual.

## Organisation Chart



## Key Duties

### Venue / Conference

1. Responsible for all meeting room and catering area set up and set down, including safe storage of furniture and equipment including storeroom areas.
2. To deliver and support all meeting, conference, and event requirements on a daily basis.
3. To secure all AV equipment after events (laptops, mobile projectors, microphones etc) ensuring they are returned to the appropriate storage points and secured.
4. Ensure the cleaning schedule has been followed and documented in line with current practices.
5. To support and lead the casual staff under your guidance, conduct uniform checks, ensure they are following Health and Safety, Food Hygiene and manual Handling duties correctly as well as other company policy and procedures.
6. Reception duties, which include operating the switchboard for CIEH, receiving deliveries, meeting and greeting clients and visitors
7. To advise the Venue Supervisor of items that need ordering.
8. To accept delivery of stock and ensure correct and safe storage of all items.
9. To attend and support all weekly briefings and implement all new procedures.
10. To ensure you follow the guidelines on recycling in accordance with ISO14001 and E-champs policy
11. To ensure the venue is always clean and tidy as detailed within the operations manual.
12. To keep up to date with any new relevant training courses.
13. To follow any reasonable request issued by the management team.

### Client Management

1. Liaise with supervisors pre- event to establish setup requirements and agenda for the day.
2. To liaise directly with the client /event organiser for each event, and to be a point of contact
3. To work with the Venue Supervisor to develop and execute the desired service

### Compliance with Regulations

1. Follow current food hygiene practices in accordance with FSBB regulations
2. Monitoring costs of all consumables
3. To accept hot and cold food deliveries and carry out random temp checks, follow the guidelines issued concerning the safe storage of cooked high-risk foods. (food safety Manual).
4. Premises alcohol licence holder.
5. Carry out weekly catering orders for internal and external meetings when needed.
6. To act responsibly with data held by CIEH that you may have access to as part of your role, adhering to the provided guidelines and policies and reporting any concerns or possible breaches of data to CIEH's Data Compliance Officer.

## Special Features

1. Fire warden experience, be able to assist in the evacuation of the building for clients, visitors and tenants in a safe orderly manner, understand the full evacuation process, terrorism safety plan
2. Assist on any onsite duty required
3. Be a point of contact for any arising emergencies in the building and escalate through to management team/ departments.

## Contacts

**Internal:** Close working relationships:

- Facilities officer
- IT Department
- Marketing team
- Plus all members of staff at CIEH
- Trustees and Board Members

**External:** Customers, clients and visitors  
Facilities contractors  
Suppliers

## Person Specification

### Essential

- Experience at a bespoke conference and meetings venue
- Ability to create good working relationships with all customers and suppliers, including the ability to be tactful.
- Attention to detail and proactive attitude to meeting customers' requirements
- Good IT skills including basic Excel, ability to learn how to operate room booking
- Ability to learn how to operate meeting room equipment including AV, Air Con, lighting systems, reception function and switchboard
- Good verbal and written communication skills
- Ability to use own initiative, prioritise work and troubleshoot problems on behalf of clients
- Flexible attitude and willingness to cover for other team members as necessary
- Flexible to working hours as we can be open seven days a week from 6am to 1am

### Desirable

- Experience of working in a 5 star events and conference venue
- Qualification in health and safety, Manual Handling, Fire Warden certificate, First Aider
- Qualification in food safety, Food Handlers Certificate level 1.

**CIEH is an equal opportunities employer**