

## Job Description

Service:	Leisure, Health & Environment
Job title:	Events Support
Grade:	C
Hours of work:	37 Hours
Responsible to:	Events & Hospitality Manager
Responsible for	
Direct reports:	0
Indirect reports:	Up to 40 Variables
Budget:	0

### Purpose of Post:

To support the Events & Hospitality Manager and Events Operations Manager in the effective administration and delivery of events and functions at Burgess Hall. The role will provide essential administrative support, assist with customer enquiries and event planning processes, and support the operational delivery of conferences, performances and community events to ensure a high standard of customer service.

## Key Deliverables:

1. Provide administrative support to the Burgess Hall events team to ensure the efficient day-to-day operation of the venue.
2. Assist with responding to event enquiries via telephone, email and face-to-face, ensuring accurate information is recorded and passed to the appropriate team members.
3. Support the coordination of events by assisting with event documentation, event schedules and customer communications.
4. Assist with the preparation of event paperwork including event briefs, function sheets and floor plans.
5. Support the events team in arranging and attending event planning meetings with customers where required.
6. Assist with the preparation and processing of invoices, including supporting the administrative team with raising invoices and monitoring payments.
7. Support the team with final billing processes and customer account follow ups.
8. Maintain accurate records of bookings, enquiries and event documentation using internal systems.
9. Provide front of house support during events, conferences and performances, ensuring a professional and welcoming environment for customers and visitors.
10. Assist with basic event operational duties including room setup, signage, equipment checks and supporting event delivery where required.
11. Provide support to the events team during busy periods to ensure events run smoothly and customers receive excellent service.
12. Maintain high standards of customer service that promote and reflect the image of Burgess Hall.
13. Ensure compliance with Health & Safety procedures and assist with maintaining a safe environment for customers, staff and contractors.
14. Assist with the general presentation and organisation of the venue and event spaces.
15. Contribute to the promotion of Burgess Hall services and events where appropriate.
16. Undertake any other duties as required to support the smooth operation of Burgess Hall.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time.



	Essential (E) or Desirable (D)	Method of assessment
<b>Knowledge and Qualifications</b>		
Good level of general education including GCSEs or equivalent	(E)	Application form
Excellent customer service and communication skills	(E)	Interview
Good organisational and administrative skills	(E)	Interview
Ability to work as part of a team	(E)	Interview
Basic IT skills including Microsoft Office (Word, Excel, Outlook)	(E)	Interview
Ability to prioritise tasks and manage workload effectively	(E)	Interview
Level 2 Food Hygiene and Food Allergen training.	(D)	Application form
Experience in an events, hospitality or customer service environment	(D)	Application form
Knowledge of events administration or venue operations	(D)	Application form




<b>Experience</b>		
Experience in an administrative, customer service environment	(E)	Application form
Experience working in an events venue, hospitality setting or conference environment	(D)	Application form
Experience dealing with customer enquiries and bookings	(D)	Application form
<b>Skills and Abilities</b>		
Strong organisational and administrative skills	(E)	Interview
Excellent interpersonal and communication skills	(E)	Interview
Ability to provide high standards of customer service	(E)	Interview
Ability to work independently while also supporting a wider team	(E)	Interview
Ability to manage multiple tasks and deadlines	(E)	Interview



Attention to detail when maintaining event information and documentation	(E)	Interview
Ability to adapt to changing priorities and event requirements	(E)	Interview
Willingness to assist with operational event delivery when required	(E)	Interview
<b>Decision Making and Impact on Others</b> What impact the decisions made by the post holder would have on others across the Council	Communicates clearly, confidently, and professionally with customers, colleagues, and other stakeholders  Acts as a first point of contact for routine queries or minor issues, resolving where appropriate and escalating more complex matters to a supervisor  Supports consistent service delivery by keeping colleagues informed and ensuring relevant information is passed on promptly	
<b>Communication with Internal and External Customers</b> What customers the applicant would be in contact with in the job	Predominantly external customers – high visibility with members of the public  Internal customer contact 40%: Events & Hospitality Manager, Events Operations Manager, venue staff and other council departments.  Communication will include sharing booking information, coordinating event documentation, supporting administrative processes and assisting with operational event planning. Supporting internal teams by ensuring accurate event information is communicated effectively to assist with event delivery.  External customer contact 60%: Customers, event organisers, performers, promoters, caterers, contractors, suppliers, schools, community groups and members of the public.	



	<p>Communication will include responding to event enquiries via telephone, email and face-to-face, assisting with booking information, supporting event planning communications and providing front of house customer support during events.</p> <p>Providing a welcoming and professional first point of contact for customers and ensuring all enquiries are handled efficiently and courteously.</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p>	<p>Willing to travel and occasionally work unsocial hours; to work occasional evenings and weekends to support events</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p> <p>Positive and professional attitude</p> <p>Commitment to delivering excellent customer service</p> <p>Ability to work in a busy and fast-paced environment</p>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children