Application pack

If you need any of the recruitment documents for this role in a different format (e.g. large print or audio file), please email eventsjobs@freewordcentre.com or call 020 7324 2570

JOB TITLE: Events Team - Assistant

RATE OF PAY: £10.55/hour

REPORTING TO: Head of Venue and Events Team - Duty Managers

START DATE: As soon as possible

LOCATION: Based at our fully accessible venue in Clerkenwell

CONTRACT TYPE: Casual worker

NORMAL HOURS: Hours vary depending on the events schedule, but on average two to three shifts a week, usually 3.30-11pm including breaks. Some weekend work will also be available. Shifts are allocated at least a week in advance. There will also be some welcome desk cover shifts available, either 9am-5pm, or 4.30-9.30pm

OTHER: Holiday 28 days pro rata including bank holidays, equivalent to 12.07% of actual hours worked; probationary period 10 shifts

WHO WE ARE

Free Word is an arts organisation focused on the power and politics of words. We are also a home for organisations interested in who gets to speak and be heard in society.

In our venue in Clerkenwell, we host dynamic cultural events that address urgent contemporary issues.

We place an emphasis on fresh perspectives from voices that are often underrepresented, and our programme brings together a rich variety of exciting writers, artists and activists addressing society, culture and politics.

Our current Residents and Associates include Apples & Snakes, ARTICLE 19, Arvon, English PEN, Index on Censorship, Maslaha, Reporters Without Borders, Skin Deep, Spread The Word, The Literary Consultancy and The Reading Agency.
We are an Arts Council England National Portfolio Organisation and also receive regular funding from the Norwegian Free Expression foundation, Fritt Ord.

**OUR EVENTS & AUDIENCES**

Free Word’s events team ensure a warm welcome and professional delivery for a variety of events: our own artistic programme, events run by our Residents and Associates, and events put on by external hirers. These include performances, discussions, film showings, classes, seminars, networking events and private parties, which could be ticketed or non-ticketed. Timing, layout and technical needs vary; most events take place in our theatre, hall or both, with a maximum capacity of 200.

Free Word’s own artistic programme runs across two themed Seasons a year (spring and autumn) and most events are on weekday evenings. Our primary target audience is 18-30 year olds interested in thought provoking, unconventional events exploring the key political and social issues of our times. However, it is important that we also feel welcoming to those with more ‘establishment’ perspectives and tastes.

Residents, Associates and hirers target their events at a wide range of audiences – the general public, professionals from their sector, course attendees and private invitees.

Most events are on weekday evenings with some during the day or evenings on Saturdays.

**THE ROLE**

We are looking for friendly, practical and supportive Events Team Assistants to help run our events on a casual basis. Happy dealing with a wide range of people face to face, you’ll be quick to spot where you’re most needed and take pride in supporting the team across a variety of tasks, including stewarding visitors and running the bar.

Under the guidance of the Events Team Duty Manager, during your shifts you’ll work closely with the small events staff team to ensure events are safe, professional and enjoyable for all.

You’ll have experience of working quickly and effectively as part of a team to deliver events, projects or services, and a strong track record of providing excellent customer service to members of the public.
RESPONSIBILITIES

SUMMARY

- Work with the Duty Manager and the rest of the team to ensure a safe and welcoming environment for visitors to Free Word including those who work here
- Provide the best possible experience for all visitors
- Assist the Duty Manager in the running of events, carrying out the agreed tasks, responding to issues as they arise and communicating well with the event staff team and event organisers
- Act as an advocate for Free Word – be knowledgeable and enthusiastic about the events, the venue and Free Word’s artistic programme
- Be on the lookout for practical ways we could improve our events and visitor experience – and share your ideas with the Duty Manager

EVENT SUPPORT

- Support the Duty Manager and Technician to ensure the smooth running of all performances, events and activities, communicating well with event organisers, performers and the event staff team
- Work with the events team to ensure that the venue is set up to the specifications agreed with the event organiser, including set up of furniture, event equipment, technical equipment and catering
- Support the Duty Manager in making sure all public areas are welcoming, clean, tidy and safe throughout the shift, including at the end of evening shifts – ready for staff and meeting room hirers to arrive early the following morning
- Before visitors arrive for the event, assist the Duty Manager in removing any hazards, dirt or litter directly outside the building
- Act as an usher and fire marshal during events, as guided by the Event Duty Manager
- Manage roving microphones and other event-specific practical tasks as needed
- Operate technical equipment when necessary, as guided by the Event Technician
- Assist with event hospitality including supporting external caterers if needed
- Carry out audience evaluation as required
- Provide accurate and useful information for the Duty Manager to include in end of shift reports
- Assist with cashing up from ticket sales and bar takings

VISITORS

- Assist the Duty Manager in prioritising the safety and wellbeing of everyone in the building when on duty
• Work with the events team to ensure that visitors have the best possible experience at Free Word and that queries and issues are handled professionally and quickly. This includes ensuring excellent communication with the Duty Manager as issues arise
• Be alert to visitors with access requirements and make sure they have the information, support and access needed
• Cover the welcome desk as needed: answer queries in person and by phone, provide accurate information about Free Word and activities at the venue, direct visitors, manage guest lists, sell tickets, take deliveries, monitor CCTV, dealing with room booking enquiries from hirers and building users and issuing relevant confirmation documents

BAR
• Take responsibility for setting up the bar, including furniture, till and signage set up, ensuring stock is ready and chilled, and counting the cash float
• Run the Free Word bar and sell alcohol in accordance with our procedures and building licence
• Operate bar tabs as agreed with the Event Organiser, ensuring tabs are totalled up and signed off by the Event Organiser before they leave
• Ensure that glasses are collected and washed throughout the event and all bar equipment is cleared and cleaned at the end of the event
• Responsible for packing the bar furniture and all stock away at the end of the shift
• Complete the cashing up and all relevant forms for recording cash takings, bar stock, tabs and wastage

WELCOME DESK COVER SHIFTS
Additional responsibilities include:
• Day shift: Programme swipe cards for access control system as needed
• Day shift: provide a clear handover to the Venue Assistant (Box Office) at the end of your shift
• Evening shift: work with the team to ensure the building is prepared for the next day, including meeting room set-ups
• Evening shift: be a designated key holder - ensure the building is checked, securely locked and the alarm set before leaving
• Assistance with projects when required (e.g. office moves, archive clearance, space reconfigurations)

GENERAL
• Advocate for Free Word’s vision, mission and activities
• Uphold and implement Free Word’s policies, procedures and plans
• Undertake any other duties that may reasonably be required

PERSON SPECIFICATION

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

• Experience of working in a public facing role
• Able to communicate well verbally and in writing with a range of different people
• Good with numbers: able to operate a till and accurately reconcile income to cash and card takings at the end of each shift
• General understanding of health and safety best practice for public venues including fire marshal responsibilities
• Emergency First Aid At Work: hold a current, valid certificate or be willing to undertake the necessary training

SKILLS

• Able to communicate well verbally and in writing with a range of different people
• Excellent time management
• Able to spot issues, prioritise and handle multiple tasks effectively under pressure
• Good general IT skills: comfortable working in Microsoft Word, Excel, Outlook and able to get up to speed quickly with venue-specific software - diary (Artifax), ticketing (Spektrix) and access control (Winpak)

ATTRIBUTES

• Friendly, approachable, organised
• Excellent attitude towards upholding policies, procedures and legal compliance
• Affinity with Free Word’s vision, mission and values (https://freeword.org/about/)
• Openness to the views of colleagues, to sharing ideas and skills, and to being inspired and influenced by others
HOW TO APPLY

Please complete

- An application form
- Equality and Diversity monitoring questionnaire, to help us understanding whether we are succeeding in promoting equality of opportunity and encouraging diversity

The application form is downloadable from the Free Word website, where you will also be able to view our Applicant Privacy Policy:

https://freeword.org/about/#section-vacancies

The monitoring questionnaire is available here for completion online:

https://www.surveymonkey.co.uk/r/NRPP3SK

Please send your application by email with the forms attached to eventsjobs@freewordcentre.com with the subject heading Events Team Assistant application

We are always happy to receive applications for roles in the events team and review these at regular intervals.

All applicants will receive a response from us

FURTHER INFORMATION

If you have any difficulty opening or viewing the recruitment documents, please email eventsjobs@freewordcentre.com with the subject heading Events Team Assistant documents

If you have any questions, please email eventsjobs@freewordcentre.com with the subject heading Events Team Assistant questions

Thank you for your interest in this role, and we look forward to hearing from you