

DUTY EVENT MANAGER

Job Description



About St George's Bristol

A creative space for music and ideas, St George's Bristol is one of the country's leading concert halls that welcomes acoustic, or stripped back amplified concerts and events. A music venue in Bristol of international note, it boasts a superb acoustic and unique atmosphere which attracts the world's best artists.

St George's is also a charity (registration number 295178) dedicated to promoting high quality music to diverse audiences. We do this by offering the best classical, jazz, blues, folk and world music as well as family concerts and talks, plus learning and participation programme

The Duty Event Managers, alongside the Events Team are the face of St George's and we are keen for that face to better match the great variety of the community it serves. We are now a fully-accessible venue and welcome all applications from any background, particularly BAME groups who have an interest in any sort of music, ideas and events.

The Role

The Duty Event Managers are responsible for the smooth running of the events on the day, as directed by the Cultural or Commercial Events Manager which can range from concerts, talks, weddings, film festivals, education workshops, conferences and recordings.

As the Duty Event Manager, your main priority must be the comfort and safety of audience members, performers and clients at all times. You will be the main point of contact for any artist, client or contractor, and also lead the Front of House teams, including the Box Office and Café Bar Supervisors, and the Events Team who will assist you in delivering the event.

It is therefore essential that you have the ability to be proactive, make decisions under pressure, and communicate clearly. You must also be able to demonstrate an understanding for event production, health & safety, and customer service in order to be able to put people at ease and represent the organisation in a professional manner.

We train all our Duty Event Managers so that they can gain an understanding on all of the above, and aim to keep the job interesting and engaging with the wide variety of events we host.

This is a casual position and typical shifts run from afternoon to evening on weekdays and weekends. As this is a seasonal role the majority of shifts are between September and June.

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Key Responsibilities

- Meet and greet artists and clients, prepare stage or room layouts and hospitality requirements
- Look after artists, hirers and other visitors to the venue and ensure absolute satisfaction with the St George's Bristol experience.
- Prepare building for the event: set up of lighting and other technical requirements, and ensure the building and grounds look tidy and clear of health and safety hazards.
- Ensure all Event staff and volunteers are well briefed, debriefed post-event and operate to the highest possible standards of customer care
- Oversee programme and merchandise sales. Responsible for the float, receipts and secure storage of money.
- Liaise with Cultural or Commercial Events Managers regarding external companies, artists and other visitors to the venue, ensuring the timely, effective and safe delivery of their services.
- Report back to the Events department following each event via the event management form.
- Responsible for the general security of the building when on duty, including securing the building after concerts at the end of the evening as a key holder.
- Be fully conversant with the conditions attached to the venue's operating licenses, and with current legislation, ensuring that these are strictly adhered to at all times

Person Specification

- Experience in a customer or public facing role
- Experience in organising or supporting the running of events
- Great organisation skills
- Ability to perform under pressure
- Excellent interpersonal skills and ability to work with diverse customers
- Proactive attitude and able to use initiative
- Diligence and attention to detail
- Good problem solving skills

Terms and Conditions of Role

Pay	£8.90 per hour
Hours:	Casual
Reporting to:	Cultural & Commercial Events Managers

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Staff Development & Engagement

There is opportunity to gain experience in more events administration and organisation skills in the office.

We like to show our appreciation to our staff with access to free tickets to any of our promoted events and organise staff social events. We also reward staff that stay with us for two years with an increase in pay to recognise the wealth of experience they will have gained.

How to Apply

Please download, complete, and return our Application Form and email this with YOUR NAME: DUTY EVENT MANAGER as the subject to recruitment@stgeorgesbristol.co.uk Please do not attach CVs.

There is no application deadline, and you are welcome to apply for this role at any time. We'll be in touch to acknowledge receipt of your application.

Please also ensure you have completed our anonymous Equal Opportunities Monitoring Form via the attached link: <https://www.surveymonkey.com/r/W69XTSC> . This information will be kept confidential and used only for monitoring purposes by the HR team. The results are anonymized and do not factor in Recruitment selection.

If you have any queries about the Application Form, and for further details on our Privacy Policy, you can find more information on our guidelines

Equal Opportunities

We are an Equal Opportunities employer and welcome applicants from all backgrounds, particularly those from BAME groups.

If you would like help completing the application form, for example to have someone transcribe, or you would like to submit your application in another format, please contact recruitment@stgeorgesbristol.co.uk , or call the Reception on 0117 929 4929 ext. 207. If there is no reply then please leave a message and someone will call you back. We are a busy venue so this may not be immediately, but we will contact you.

Selection Process

If your application is successful, we will be in touch to arrange an interview. If the interview is successful, we will then arrange a trial shift giving you the opportunity to experience the job and decide if you'd like to join the team, as well for us to see you in action.

We'll then contact you after the trial shift with our feedback and discuss any thoughts you may have. If we are both happy for you to formally take up the role, we'll arrange the necessary shadow shifts and training to support you in your new role.