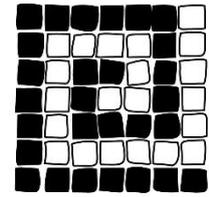


Sussex Archaeological Society

Job Description



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Job Title	Weddings and Events Duty Manager
Location	Michelham Priory
Contract Type	Casual
Reports to	Property Manager
Hours	Various hours
Main Purpose of the Job	<p>In this post you will directly line manage the Visitor Services staff at Weddings and Events, with responsibility for ensuring that an outstanding visitor welcome is delivered to all visitors.</p> <p>You will have a passion for ensuring the highest standards of customer care and venue presentation.</p> <p>You will act as Duty Manager and will have an eye for detail and lead in terms of health and safety practices, procedures and visitor satisfaction.</p> <p>You will meet and greet clients on the day of the wedding or event to inform clients of your role.</p> <p>You will provide event set up support by putting out tables and chairs as requested as listed on the wedding plan supplied by our outsourced weddings co-ordinator.</p> <p>You will work with the security company on the day ensuring that they are complying with their contracted responsibilities.</p> <p>Overall, the Weddings and Events Duty Manager will ensure that the department delivers outstanding customer service to meet, and exceed, our visitors' expectations and SAS targets.</p>

Outline Accountabilities and Responsibilities:

- Welcome all clients, visitors and site users to Michelham Priory for an exceptional visitor experience.
- Act as the lead manager on-site, overseeing the setup, execution, and breakdown of weddings/events.
- Co-ordinate supplier arrivals and setup while managing site access and vehicle movements.
- Ensure high standards of customer care are provided at all times from start to finish.
- Help clear the site properly away after each function and restored to a high standard of tidiness and cleanliness
- Resolve any issues that arise on site on the day of the function, liaising as necessary with other Society Staff, Blue Door Weddings Staff, Security Staff and Cleaners.
- Ensure that you are familiar with the Risk Assessment, Health and Safety policies, practices and procedures and that these are followed for the safe running of events and functions on site.
- Being responsible for certain keys and alarming procedures relating to your assigned area, locking and securing those areas after use.
- Be responsible for the locking and unlocking of the site at the beginning and the end of the day. Ensure buildings are opened and ready in time for client/supplier arrival and secured by the end of the event.
- Ensure the site is well maintained for visitors, including general cleaning.
- Assist with setting up each event in accordance with the agreed specification.
- Clear up after the event, ensuring that hygiene and health and safety guidelines are always followed and the site is left tidy and clean ready for the next day.
- Ensure compliance with licensing regulations, planning regulations, health and safety standards.
- Ensure compliance with rules and restrictions of the site e.g. clients/suppliers having access to only agreed upon areas, managing sound restrictions, restrictions in place due to listed building status.
- Along with the rest of the Michelham Priory staff team, be willing to assist with the general safety and security on site and be the lead for this with regard to weddings and events. This includes acting as a Fire Warden to ensure safe evacuation in case of the fire alarm sounding and responsibility for the site First Aid Boxes, as well as being a First Aider.
- Undertake training as necessary and attend staff meetings as requested. Cascade information to the rest of the team as appropriate.
- Willingness to work at other SAS sites as required.
- An understanding of equalities and how to carry out the role ensuring that the Society's equalities obligations are met.

In addition, the job holder has a responsibility to undertake any duties that might be reasonably expected by the Property Manager.

General

Please note that the role involves manual lifting and handling, standing for long periods of time and may involve ongoing physical effort.

There is a requirement for regular weekend working, evening working and bank holidays throughout the season. Some shifts at Michelham Priory do not finish until 1:30am.

Please note due to its rural location you will need access to your own transport to work at Michelham Priory.

This job description sets out the key accountabilities of the post at the time when it was drawn up and is not an exhaustive list, the Society reserves the right to request staff to undertake work of a similar nature which might not be listed on the job description.

This job description sets out the accountabilities of the post which may vary from time to time without changing the general character of the accountabilities or the level of responsibility entailed. Such variations are a common occurrence and cannot justify a reconsideration of the grading or pay of the post.

Person Specification

Job Title: Weddings and Events Duty Manager, Michelham Priory

Criteria	Competency	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> GCSE level or equivalent in Maths and English First Aid at work or willing to train 	X	X
Knowledge & Experience	<ul style="list-style-type: none"> Excellent communication and interpersonal skills, both with adults and children of all ages and backgrounds Experience in presenting information to a wide variety of audiences Previous experience in a customer facing role Demonstrate interest in history/heritage Team Leading/ Management experience Experience of Duty Managing Experience of providing event Support 	X X X X X X	
Key Abilities & Skills	<ul style="list-style-type: none"> Excellent customer care skills with an ability to deal with difficult 	X	

March 26