



JOB DESCRIPTION

Job Title:	Duty Manager
Location:	Winterbourne Medieval Barn, Church Lane, Winterbourne, BS36 1SE
Hours:	Casual
Salary:	£12.00 per hour
Reporting to:	Business & Development Manager

Purpose of the role

The Trust is recruiting casual staff to act as Event Duty Managers to cover events that take place during the day and evening on week days and weekends.

These events vary, from Trust led activities such as concerts, workshops, and family events, to private hires including Weddings and Private Parties.

A casual contract means that the Trust is not obliged to offer work and the individual does not have to accept any work which may be offered. Once an individual has made a commitment to cover a specific date then they are contractually obliged to do so.

Main Duties & Responsibilities

The Event Duty Manager is the main point of contact for the client and their guests on the day of their event. They are responsible for:

- Opening and closing the building for events
- Ensure that all relevant Health and Safety procedures are followed
- Welcome clients and their guests
- Respond to questions promptly in a friendly and helpful manner
- Minor cleaning
- Being on hand during events to assist those using the space, e.g. explaining how things work
- To ensure the historic buildings are treated with respect and in line with the hire agreement
- Proactively mitigate any potential health, safety, or safeguarding issues
- Set up rooms ready for events
- Occasionally prepare and serve drinks and snacks
- Evacuating the building in an emergency
- To call security or emergency services if required, and liaise with them if they attend site.
- The majority of hours on offer are expected to be evenings and weekends and so it is important that casual staff have reasonable availability for these times.

Person Specification

	Essential	Desirable
Education & Qualifications	<p>A good general level of education</p> <p>First aid trained (or willing to be trained)</p>	
Experience & Knowledge	<p>Experience working in a front- line customer service position</p> <p>Involvement in event delivery</p> <p>Cash Handling</p> <p>Key Holder</p>	<p>Experience as duty manager in a hospitality or events setting</p> <p>Experience in the heritage / visitor attraction / tourism / hospitality sector.</p>
Skills & Abilities	<p>Physically able to move furniture and spend extended periods of time standing</p> <p>Excellent attention to detail</p>	<p>Able to creatively and proactively respond to the needs of customers/clients/visitors</p> <p>Able to resolve conflict effectively while remaining polite and friendly</p>
Attitudes & Motivation	<p>Good team worker but also able to work well independently and use own initiative.</p> <p>Efficient and calm when working under pressure.</p> <p>Interest in and empathy with the values of WMBT and an interest in making history and heritage accessible to people of all ages and backgrounds.</p> <p>Practical, willing to turn their hand to anything that needs doing.</p>	<p>Understanding of the unique challenges of delivering events in a heritage building</p>
Other Factors	<p>Willingness to work a variable schedule, including weekends and evenings when needed.</p>	<p>Access to car and full UK Driving Licence</p>