

Events Duty Manager(s)

Role Title:	Event Duty Manager
Position:	Annualised hours contract each based on working 312 hours per annum, which are averaged at 12 hours per week.
Hours:	Flexible hours Minimum 4-hour shifts Early morning / late night / Saturday working
Salary	£5,245 (£16.81 per hour)
Holidays:	Pro-rata entitlement of 33 days per annum based on 25 days leave plus 8 bank holidays (actual entitlement is 5.5 days)
Responsible to	Events Coordinator
Responsible for	Casual events staff employed during events
Location	On-site at Chelsea Physic Garden, 66 Royal Hospital Road, London, SW3 4HS

About Chelsea Physic Garden

Chelsea Physic Garden ('CPG') is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity's mission is to demonstrate the medicinal, economic, cultural and environmental importance of plants to the survival and wellbeing of humankind. We are open to visitors six-days a week, eleven months of the year, and have steadily seen our visitor numbers rise to 70,000 per annum.

About the Role

Chelsea Physic Garden is available for exclusive and non-exclusive hire to private and corporate clients for weddings, receptions, dinners, filming and photography, and other private events. The Events Duty Manager oversees these activities, the clients and their guests and suppliers throughout the set-up, delivery and the clear-down of events, in accordance with guidance from the Events Coordinator.

During the event the Event Duty Manager is the point of contact for the client and their suppliers, and must be fully aware of the rules for hiring the Garden, the conditions and restrictions of the Garden's Premises License and the arrangements agreed with each client for their event.

While on duty, the post holder will be responsible for ensuring that the Garden's licenses and reputation within the local community are not put at risk by the activities of hirers and that no unauthorised activities take place.

Key areas of responsibility

i. Health and Safety, Welfare, Fire and Security:

While on duty, the Event Duty Manager will act as the Garden's fire warden and will be responsible for the Health and Safety of all visitors, staff and guests, in line with the Garden's Health and Safety Policy and training from the Deputy Director (Visitor Experience). Duties include, but are not limited to, informing parents of the areas and exhibits that are hazardous to children, monitoring wind speeds at agreed positions in case of tree branch drop and leading an evacuation in the case of emergency.

ii. Venue Hire, Events:

Following the written instructions and pre-event briefing from the Events Coordinator, the Duty manager will:

- Open and close various entrances and exits for event guests, deliveries and collections
- Ensure guests and suppliers depart in a safe and orderly fashion, so as not to breach the premises license by disturbing local residents
- Ensure event set up is conducted safely and in line with hire terms and conditions and site restrictions
- Monitor noise levels within the Garden during events, particularly where music or entertainment may cause a nuisance to neighbours
- Enforce Garden's rules relating to noise levels, ensuring that these do not rise above set levels at any time
- Ensure site restrictions are adhered to at all times during delivery of event, particularly in relation to the care and respect of the Garden's facilities and plant collections
- Supervise event de-rig, ensuring venue is left in the manner in which it was found, and that no waste or equipment is left behind
- Secure the site after event close

iii. Supervisory Responsibilities:

The Event Duty Manager is responsible for supervising the activities of any additional staff who may be working an event whilst on duty ensuring that they maintain excellent customer service throughout. They will support their activities and respond to requests for assistance if required.

Person Specification

Skills and Experience	Essential (E)/ Desirable (D)
A basic understanding of Premises Licenses	E
Demonstrable customer service skills and a desire to exceed customer expectation	E
Confident and comfortable proactively dealing with the public and clients with the aim of delivering excellent customer service	E
An ability to remain polite but firm in the face of pressure to make special exceptions or allowances (which are not possible)	E
Previous experience of managing events and functions	D
Experience of managing and overseeing contractors	D
A working knowledge of, and training in Safeguarding	D
Motivated by a desire to give visitors and venue hirers an excellent experience whilst maintaining the reputation of a historically important botanic Garden in the heart of a residential area	E
An interest in working sustainably in a time of climate emergency	E

Additional Information:

Chelsea Physic Garden is committed to being an equal opportunities employer.

Our organisational values are:

- Inclusion
- Sustainability
- Openness & Transparency
- Respect & Care
- Discovery & Enrichment

Terms and Conditions:

There are two posts to be recruited for.

These are permanent part time posts. The post holders will be employed on an annualized contract and will receive 1/12th of their salary per month which averages at 12 hours per week. Given the nature of the role this means that a high degree of flexibility over the days and hours worked is required to meet the needs of the business and seasonal nature of when venue hire events take place.

Salary: £5,245 per annum per post (which equates to £16.81 per hour)

The role is based at Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS.

Although the role is offered as an annualized hours contract, the Garden is open to other working arrangements.

Returning your application:

Please complete the job application form and equal opportunities form and email them to jobs@chelseaphysicgarden.co.uk

Dates:

Applications will be reviewed and interviews held on a rolling basis. Applicants are encouraged to apply as soon as possible.