

Operations & Events Assistant

Lauderdale House is a fascinating Grade II* historic house set in the beautiful Waterlow Park, Highgate welcoming a footfall of over 70,000 each year. The House is brought to life as an arts and education centre with a varied creative programme of exhibitions, concerts, jazz, family events and classes. We are also a venue for hire, hosting over 100 private social events (weddings, parties, memorials and more) every year. Our private hire programme is our primary source of income and key to supporting the maintenance of this heritage house and our arts and education programme, along with ticket sales and occasional funding from charitable trust funds.

This is a new role supporting the Venue Hire and Events Manager, Operations Manager and Operations Deputy combining:

- front-facing customer care and liaison to support income generation
- administration, logistics and planning plus hands-on delivery of a wide range of high-quality events including weddings, parties, concerts, exhibitions, and classes
- excellent presentation of a constantly changing building

In practise this could mean ensuring the House is presentable, then showing prospective couples around after their initial enquiry, and later dealing with the logistics and managing the event on the day.

Our ideal candidate has an interest in arts, heritage and education, excellent organisational and communications skills, an interest in a customer facing role and enjoys working with a diverse range of people. This is a great opportunity understand the day-to-day operations of a busy arts & education centre.

Job Description

Events

- Supporting the Venue Hire and Event Manager to deal with event enquiries (such as weddings, parties, funerals, exhibitions) via phone and email, responding with information, follow-up, and invoicing.
- Arranging and conducting venue show-rounds for prospective bookers, walking them through our spaces and helping answer any questions.
- Answer client questions once a booking has been made and attend subsequent meetings and advising on any technical requirements such as use of AV equipment. (training provided)
- Data entry and monitoring to ensure gallery times are correct and up-to-date on the website and in the diary management system
- Helping to manage the gallery volunteer schedule and ensure volunteers are informed if the House is closed
- Training and briefing gallery volunteers.

Operations & Building Management

- Ensuring the House looks well presented at all times
- Setting up and packing away classes, social functions, meetings and concerts
- Opening and closing the arts galleries to the public every day
- Ensuring the signage is up to date, producing and putting up new signage as needed
- Working with the Operations Manager to administer the steward rota – upload and update shifts for events, allocate shifts to stewards, and proactively contact stewards to cover last-minute shifts
- Supporting the health and safety training of stewards and volunteers
- Training stewards in relation to their role and briefing them for each event
- Understanding and ensuring all health and safety precautions are implemented and maintained
- Managing logistics during a busy day of events, including briefing stewards, assisting with the set up and pack down, managing deliveries and collections, communicating with the caterers to ensure smooth delivery.

- Arranging and confirming set-up and layout logistics with the Operations Manager and Venue Hire and Events Manager
- Managing maintenance issues around the working schedules of the Operations & Facilities Manager and Operations Deputy

General & Administration

- Telephone: answering calls, monitoring the answerphone, training volunteers to use the telephone system and take messages.
- Help manage stationery stock control, art class materials and general office maintenance of the photocopier and telephones
- Helping the Director with the banking.
- Organising lost property
- Supporting the smooth running of the House and 'filling in' gaps as required.

Person Specification

Essential

- Excellent organisational skills, ability to work within systems and superb attention to detail
- Proven record in delivering exceptional customer service
- Calm, professional, positive & friendly manner
- Excellent verbal and written communication skills
- Able to work with a diverse range of people and work well in a small team
- Good listening skills and ability to take and give direction
- Proactive, efficient and able to work under pressure
- Creative and lateral problem-solving skills and the ability to deal with the unexpected
- Positive attitude and willingness to help where needed
- Confident use of the Office suite and ability to learn other relevant software
- Interest in the arts, heritage and community activities

Desirable

- Knowledge of social media in a professional capacity (Facebook, Twitter, Instagram)
- Experience in the operational delivery of events
- Experience of working in a venue

Salary & Hours

Salary: £26,000

Term: Permanent, full-time.

- 35 hours per week excluding meal breaks.
- The role requires you to be available to work any day over the 7 day period, in line with business needs, and will involve regular weekend working. Your normal hours of work will be an 8 hour day including a 1 hour break - these hours will usually be between the time of 9am to 6pm but variable according to the events taking place in the House, and occasional evening working may be required.

Weekend working will be rota'd at least 3 weeks in advance and depend on (a) the actual programme of events in the House which changes weekend to weekend, and (b) other staffing availability. We are a small team and aim to ensure a schedule which is fair and planned ahead as far as possible in a dynamic environment. Note that larger events such as weddings and parties are generally supported by 2 freelance event stewards in addition to the permanent staff member who is brought in to manage the event, so, whilst you may be leading an event you will have practical support.

- No overtime is payable but time-off-in-lieu (TOIL) may be taken where the postholder works more than the specified number of hours if approved in advance by the Director.

Location: This is a hands-on role in a small team. You will be based on site, sharing an office with the other members of the events team. Lauderdale House is a public building that needs to be staffed day-to-day which means there is little scope for remote working.

Holiday: 25 working days per annum plus public holidays. The leave year runs from 1 April - 31 March.

Accountable to: Venue Hire and Events Manager and Operations Manager

Application Process

To apply, please send a CV and covering letter explaining why you are interested in this role and how you fulfil the skills and personal attributes to Director Katherine Ives on kives@lauderdale.org.uk. Please include contact details for 2 referees in your application stating at what point in the recruitment process they may be contacted (we will not contact them without your permission).

Deadline: Monday 9 September at 10am

First Interviews will be held Friday 13 September

Second interviews will be held Friday 20 September

Appointment will be subject to satisfactory completion of a 3-month probationary period.

If you would like an informal chat about the role please call Director Katherine Ives on 020 8348 8716. For more information, please see <https://www.lauderdalehouse.org.uk/about-us/were-hiring>

Equality and Diversity

Lauderdale House is committed to implementing and promoting equality, diversity and inclusion in all of its activities, services and practice. We recognise that discrimination exists in society (whether protected by law or not), and that we have legal and moral duties to promote a positive culture of equality, respect, inclusivity and full participation. We believe especially in the value to individuals of participation in culture for all people, in the power of culture to promote understanding and respect between people of diverse backgrounds and cultures, and in promoting a sense of local community which is fully inclusive. As an organization we are committed to challenging the unconscious bias of ourselves and others.

Staffing Structure

