

Operations & Events Assistant

Lauderdale House is a fascinating Grade II* historic house, built in 1582, set in the beautiful Waterlow Park, Highgate N6. The House is brought to life as an arts and education centre with a varied creative programme of exhibitions, classical concerts, children's shows, 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. Activities take place over 360 days a year, often starting at 9am and ending at midnight. Our private hire programme is our primary source of income and key to supporting our arts and education programme, along with ticket sales and occasional funding from local charities. Our annual footfall is in the region of 80,000 with many people coming each week who have a great fondness for the building and what we do: 'Lauderdale becomes part of your DNA'.



The house comprises 3 multi-use spaces (one of which is also an exhibition space) plus 2 exhibitions spaces linking the main rooms. We bring this historic house to life through a wide range of activities ranging from our arts, heritage and educational cultural programme to social and community hires. For example, in a single day, the Lower Gallery may start with a toddler music class, followed by a couple of hours open as an art gallery, then a funeral service and reception, finishing the day as a concert venue. In the meantime, there may well have been classes and/or meetings in the other 2 spaces. On weekends, we often host weddings which use almost the whole building. Activity in the building may start at 8.30am and finish at midnight depending on the programme. We also have a café on site run by our catering partner Pink Food who also cater for the weddings, parties and funerals. To find out more about what we achieve in a year, have a look at the annual reports on the About Us page of our website.

This role is vital to support the Venue Hire & Events Manager, Operations Manager and Operations & Facilities Officer and ensure:

- Front-facing customer care and liaison.
- Promotion and sale of hire packages 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 practice, 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, for example.

Our Ideal Candidate

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 in a heritage building.

Job Description

Events

- Supporting the Venue Hire & Events 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, attend subsequent event meetings and advise 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.
- Act as Duty Manager on weekends and to both brief and manage stewards for private hire events, as well as liaise with clients as needed.

Art Exhibitions

- Supporting Operations Manager in administration of exhibition programme.
 - Managing artist correspondence from first enquiry to exhibition delivery.
 - Inputting relevant information into all internal systems and schedules.
 - Supporting install and deinstall of exhibitions as needed.
- Helping to manage the gallery volunteer schedule and ensure volunteers are informed if the House is closed.
- Ensure gallery opening times are correct and up to date on the website and in the diary management system.

Operations & Building Management

- Ensuring the House looks well presented at all times.
- Setting up and packing away classes and private events.
- Opening and closing the art galleries to the public every day.
- Ensuring signage in the House up to date, producing and hanging 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 shift.

- Supporting the health and safety training of stewards and volunteers.
- Training stewards in relation to their role and briefing them.
- 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 set up and pack down, managing deliveries and collections and communicating with the caterers to ensure smooth delivery.
- Arranging and confirming set-up and layout logistics with the Operations Manager and Venue Hire & Events Manager.
- Managing maintenance issues around the working schedules of the Operations Manager and Operations & Facilities Officer.

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.
- Carry out such other duties as may be reasonably expected of the post.



Person Specification

Essential

- Excellent organisational skills.
- Superb attention to detail.
- Proven record in delivering exceptional customer service.
- Calm, professional, positive and friendly manner.
- Excellent verbal and written communication skills.
- Strong interpersonal and relationship building skills.
- Able to work with a diverse range of people and work well in a small team.
- Understanding of the needs of a wide range of clients encompassing brides and bridegrooms, widows, parents, visual artists, musicians, etc.
- 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 Microsoft Office Suite and ability to learn other relevant software.
- A commitment to equality and diversity.
- Interest in the arts, heritage and community activities.

Desirable

- Experience in the operational delivery of events.
- Experience working in a venue.

Salary & Hours

Salary: £28,093

Reports to:

Operations Manager and Venue Hire & Events Manager (jointly managed)

Term: Permanent, full-time (subject to 3 months probationary period)

- 35 hours per week, generally between the hours of 9am-6pm according to the needs of the organisation, excluding 1 hour lunch break. Occasional evening working may be required in relation to Lauderdale House programmed events such as the Spooky Walk and/or unexpected eventualities.
- 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.
- 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.

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

Etta Levi-Smythe, elevismythe@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).

We are committed to equality, diversity and inclusion. If you have any access requirements or would benefit from adjustments during the recruitment process, please let us know. We will make every effort to provide appropriate support and reasonable adjustments, while ensuring that all candidates are assessed against the essential requirements of the role.

Deadline: Thursday 16 July at 12pm

First Interviews will be held on Tuesday 28 July

Second interviews will be held on Tuesday 4 August

If you would like an informal chat about the role, please call Operations Manager Isabelle Wilson on 020 8348 8716.

For more information, please see <https://www.lauderdalehouse.org.uk/about-us/work-with-us>

Equality and Diversity

Lauderdale House is committed to implementing and promoting equality, diversity and inclusion in all 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 organisation, we are committed to challenging the unconscious bias of ourselves and others.

Staff Structure

