

JOB DESCRIPTION

JOB TITLE Casual Events Facilitator

RESPONSIBLE TO Senior Public Programme & Events Manager

1 JOB PURPOSE

As a Casual Events Facilitator you will be responsible for providing first-class customer service and practical assistance to ensure our events run smoothly. Casual Events Facilitators are brand ambassadors of The Hepworth Wakefield and enjoy playing a part in building our reputation by delivering events to the highest of standards, while adapting your approach to suit the nature of the event which can range from large scale fairs & markets, weddings and celebrations, ticketed programming, corporate events, filming and photoshoots.

Working in an events role requires a solutions focused attitude, flexibility and you must enjoy working in a busy environment ready to carry out a range of duties as part of a team to deliver a shared goal.

2 KEY RESPONSIBILITIES AND RESULTS

- Provide a warm welcome to visitors, supporting with wayfinding, queries about the event or the wider offer at The Hepworth Wakefield, and taking every opportunity to exceed expectations of great service to turn visitors into customers and loyal supporters of the organisation.
- Sell tickets and merchandise for events as required using Spektrix Software, proactively upselling the offer.
- Attend briefing meetings which are held immediately before any event in order to understand how your role feeds into the wider team.
- Support the set up and take down of events which can include moving tables and chairs, light cleaning duties to return spaces as found.
- Set up audio visual equipment.
- Support the café team with the provision of event catering and refreshments, clearing tables and assisting service during events as required.
- Take a proactive approach to dealing with any issues which arise, raising any concerns with the Events Manager.
- Maintain a thorough and practical knowledge of emergency procedures, and health and safety requirements, assisting in emergency situations when required.
- Remain vigilant at all times to prevent damage to or loss of art works and gallery property and ensure a safe and enjoyable environment for all customers.
- Have a smart, tidy and professional appearance at all time and dress appropriately for the event, as directed by the Events Manager.
- Undertake any other duties as reasonably requested by the Events Manager.
- Undertake training as required.

3 ADDITIONAL INFORMATION

Gallery Walk
Wakefield, West Yorkshire
WF1 5AW

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F +44 (0)1924 247370
www.hepworthwakefield.org

We are committed to improving diversity within our organisation and we expect all our employees to share this commitment and help us to achieve these goals.

All staff must carry out all duties in accordance with our policies and procedures.

4 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

E = Essential D = Desirable

Excellent customer service skills	E
Experience of working with the public in a customer service focused role	E
Ability to be flexible and respond to changing situations	E
Confident to recognise issues and raise concerns	E
Positive, can-do attitude	E
Good team player	E
Punctual and reliable	E
Interest in contemporary art	D
Experience working on Ticket Sales Platform such as Spektrix or similar	D
Experience working with audio visual equipment	D
General experience working within a practical/technical role	D
Experience in a catering environment – serving food and drinks and turning over tables	D

5 BASIC TERMS AND CONDITIONS

- £13.45 per hour.
- This is a casual role and hours will be offered as and when required.
- Events usually take place evenings and weekends.
- New employees meeting the criteria will be auto-enrolled into a pension scheme.
- The place of work is The Hepworth Wakefield, Gallery Walk, Wakefield, WF1 5AW.