

JOB DESCRIPTION

Casual Events and Hospitality Assistant

Salary: £15.07 per hour (inc. of holiday pay allowance)
Reports to: Event Supervisor and/or Bar Manager
Contract: Casual contract paid monthly in arrears

INTRODUCTION

As one of the leading venues in and around Margate, Turner Contemporary currently has events booked every weekend for the next 12 months, with mid-week events filling up quickly also. Events range from Weddings, Corporate events, fundraising dinners, VIP opening, and other exhibition shows and many other family celebratory events.

The Venue Hire and Events manager will try to agree to the availability of staff upon appointment, with additional availability being agreed with at least three months' advance notice wherever possible. There may be occasions when, due to staff sickness, resignations etc. the Venue Hire and Events Sales Manager contacts casual staff at short notice, however there is no obligation to accept work offered, nor is there any obligation on the part of Turner Contemporary to offer work.

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MAIN PURPOSE OF JOB

Events and Hospitality Assistants provide Turner Contemporary event clients and their guests with a first-class hospitality experience, offering outstanding customer service, maintaining consistently high standards in everything we offer, whilst ensuring that all operational procedures are followed.

Payment for holidays is included in the enhanced hourly rate of £12.79, which is calculated at the hourly rate of £11.41 plus holiday lieu payment of £1.38 per hour, to ensure parity with permanent staff.

Casual staff are otherwise subject to all of the same terms and conditions of employment as permanent staff and have the same obligations under health and safety, NI, PAYE etc.,

Main Duties

- Under the supervision of the Bars Manager, set up the mobile bar, glasses, stock and equipment ready for the start of each event
- Prepare and serve alcoholic and non-alcoholic drinks and taking card payments
- Deal with guest enquiries and possible complaints as quickly as possible, ensuring that the issue is dealt with directly or

fielded as a matter of urgency to the relevant managerial team member.

- Keep the bar area clean and comfortable, clean glassware etc. and regularly check the event space for glasses/bottles left on floors and tables
- Monitor and keep bar manager apprised of stock levels
- Wash up during the event using the event kitchen dishwasher
- Set tables for seated events and replenishing empty bottles and water jugs, glasses etc. without prompting
- Pour sparkling wines for self-service at reception or for toast
- Clear up at the end of an event (to include emptying of rubbish bins, washing and
- Work alongside the client's catering team efficiently and cooperate with them as and when needed for the event to run smoothly and successfully
- Keep Bar Manager and Event Supervisor apprised of any H&S incidents, near misses, client queries, inappropriate conduct of guests or other staff etc. and ensure that incidents are attended to with speed and discretion

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Age 18+ (requirement for serving alcohol)
- Permission to live and work in the UK
- Experience of working as part of a team
- Experience of working at large events
- Experience in all aspects of bar work
- Excellent customer service skills
- Demonstratable ability of diplomatic manner in dealing with demanding or difficult guests
- Ability to work in a busy and sometimes pressurised environment

DESIRABLE CRITERIA

- Silver service training
- Knowledge and experience of cocktail mixing