

<b>JOB TITLE:</b>	Events Assistant
<b>HOURS:</b>	Varied – including evenings and weekends
<b>PAY BANDING:</b>	
<b>TERMS:</b>	Zero hour
<b>REPORTING TO:</b>	Events Supervisor / Duty Manager
<b>RESPONSIBLE FOR:</b>	N/A

## ROLE PURPOSE

The main purpose of this post is to ensure the operational effectiveness of Events and Conferences by focussing on the setting up of rooms and events spaces whilst providing exceptional standards of customer service. The post holder will ensure rooms are set up to an optimum standard for a varied programme of event activities including corporate and private event hires, conference and banqueting, profile-raising activity, exhibitions and cultural initiatives. The post holder will be the key operational deliverer for our events.

## KEY RESPONSIBILITIES

### Front of House and Operational Support

- To prepare spaces across Millennium Point’s venue portfolio ahead of events and bookings. This will include setting up tables and chairs and ensuring event equipment and refreshments are available.
- Oversee and deliver the changeover of events spaces and set ups based on plans provided by the Events team.
- Work alongside appointed service providers and contractors to duty manage live events; this will include serving food and drink and clearing away
- Start of day walk arounds and checks, ensuring quality of visitor experience across the site (i.e. cleanliness of events space, equipment availability; crockery and cutlery provision etc.) and that WIFI, signage and building features are in working order.
- Work with the Events Co-ordinators to deliver larger scale conferences and events.
- Supervision of agency staff where necessary
- Taking delivery of hired equipment and materials for use during events.
- Ensuring that events are planned and serviced to optimum levels with exceptional attention to detail.
- Work behind and supervise the bar operation to serve refreshments.

### Events Support

- Ensure that the requirements on event function sheets are met.
- Assist in the replenishment of stock for meeting rooms & bar.
- Any other additional duties that are in line with the responsibility of this post.

#### Events Administration

→ Ensuring that plans are effectively communicated both internally and externally

#### AV Support

→ Assisting the AV Technician with basic AV tasks i.e. setting up projectors and laptops

#### Health and Safety Responsibilities

→ Operate events activities within legislative requirements around licensing and hygiene considerations.

#### GDPR

→ The post-holder will be responsible for ensuring all Events related activities are GDPR compliant as governed by the GDPR

#### Other

→ Ensure compliance with all Finance Regulations and processes as directed by the Finance Director.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> <li>→ Basic food hygiene qualification</li> <li>→ Excellent standard of verbal English</li> </ul>	
EXPERIENCE	<ul style="list-style-type: none"> <li>→ Demonstrable experience in a hospitality environment.</li> <li>→ Experience of live event management and coordination.</li> <li>→ Demonstrable experience of planning and supervising activities and managing customer expectations</li> <li>→ Experience in a fast-paced customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>→ Demonstrable skills in using a range of technical equipment</li> </ul>
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> <li>→ Demonstrate flawless attention to detail</li> <li>→ Excellent customer service skills</li> <li>→ Able to trouble shoot and resolve problems</li> <li>→ Excellent planning and organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>→ Understanding and working knowledge of events.</li> </ul>

COMPETENCY		REQUIRED BEHAVIOUR
<b>LEADERSHIP</b>		
STRATEGIC VISION		<ul style="list-style-type: none"> <li>• Knowledgeable of Millennium Point vision, strategy, and direction across all areas and ability to relate this to own portfolio of activities</li> </ul>
LEADING & INFLUENCING		<ul style="list-style-type: none"> <li>• Inspires staff and business contacts to engage fully with the long-term vision and purpose of Millennium Point</li> <li>• Actively promotes Millennium Point's reputation externally and internally – publicises successes widely</li> </ul>
CONTEXTUAL ASUTENESS		<ul style="list-style-type: none"> <li>• Understands the underlying social, political and historical factors influencing Millennium Point and uses this understanding to achieve required aims.</li> <li>• Knows who the key influencers are and how to go about involving them to shape activities and deliver results across the organisation.</li> <li>• Understands the formal and informal mechanisms and relationships that make up the decision making process of the organisation.</li> <li>• Identifies the relevant interest groups, networks and groupings</li> </ul>
<b>MANAGEMENT</b>		
DELIVERING RESULTS		<ul style="list-style-type: none"> <li>• Develops contingency plans to address unexpected developments – adjusts quickly when things change and takes prompt corrective action when things begin to divert from plan</li> <li>• Consistently delivers on time and to standard</li> </ul>
MANAGING PERFORMANCE		<ul style="list-style-type: none"> <li>• Regarded by others as an effective role model for performance, continuous learning and self-development.</li> </ul>
<b>PERSONAL DELIVERY</b>		
COMMUNICATION		<ul style="list-style-type: none"> <li>• Consistently communicates effectively with individuals at all levels from both within and outside of Millennium Point</li> <li>• Communicates with confidence, credibility, and tact at all times</li> </ul>
RELATIONSHIPS		<ul style="list-style-type: none"> <li>• Encourages inter and intra-organisational collaboration</li> <li>• Builds and maintains effective relationships to optimise success</li> <li>• Actively promotes knowledge sharing across the organisation</li> </ul>
CUSTOMER FOCUS		<ul style="list-style-type: none"> <li>• Displays a strong commitment to making service performance improvements</li> <li>• High-level awareness of the needs of internal and external customers</li> <li>• Outstanding internal and external customer service skills</li> </ul>
DECISION MAKING		<ul style="list-style-type: none"> <li>• Handles complexity and identifies the heart of problems to create clarity and act decisively</li> <li>• Combines a range of business information to identify key issues and risks</li> <li>• Recognises when decisions can be taken and when they need to be deferred to a higher level</li> </ul>
<b>SELF-MANAGEMENT</b>		
SELF-AWARENESS		<ul style="list-style-type: none"> <li>• Understands the likely implications and impact of emotions and actions, both on self and others in a range of situations.</li> <li>• Is aware of own personal strengths and development needs</li> <li>• Learns from experiences and takes action to modify own behaviour</li> <li>• Accepts constructive criticism</li> <li>• Is open to change</li> </ul>

SELF-CONFIDENCE

- Acts with confidence and self-assurance
- Takes on stretching challenges that others may back away from
- Prepared to challenge the status quo and others in positions of power in pursuit of a specific goal

INTEGRITY

- Demonstrates a sense of commitment to openness, honesty, inclusiveness, loyalty and high standards
- Ensures confidentiality is maintained at all times

ADAPTABILITY / FLEXIBILITY

- Actively seeks out new ways of doing things in pursuit of continuous improvement
- Embraces and promotes new approaches when appropriate
- Shows willingness to lead and implement change as the organisation evolves
- Shows tolerance for ambiguity and unstructured situations
- Changes plans, goals, actions and priorities to deal with unpredictable or unexpected events, pressures, situations and job demands

SELF-CONTROL

- Manages own responses and reactions carefully when faced with demanding situations.
- Remains objective and stable