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<b>Responsible to:</b>	Woodberry Wetlands Events Manager
<b>Located at:</b>	Woodberry Wetlands
<b>Responsible for:</b>	Excellent customer service and smooth running of the events programme at Woodberry Wetlands
<b>Staff Management:</b>	None

#### Overview of the Role

Working with direction from the Events Manager, this role will assist with the events programme at the Coal House at Woodberry Wetlands nature reserve, including setting up for the event, assisting with the event itself, and closing down afterwards.

Duties will cover all areas including venue set up and closing, acting as bar staff, and generally assisting in the smooth running of each event.

- Assisting with the preparation of and closing procedures for each event, including furniture configuration, setting up sound and AV systems and tidying/storing items away correctly after each event.
- Stocking the bar and café before any events, and replacing stock as needed throughout the event. Assisting with the setup of bar equipment and glassware, stocking fridges, filling ice and performing stock checks at the end of event. Other catering facilities such as service set ups, linens, disposables and tableware will also be attended to as required.
- Use correct methods and materials for cleaning with strict adherence to instructions written on cleaning products.
- Occasional stewarding of site, including guest list management, welcoming attendees, communication via handheld radio, unlocking of gates, and overseeing suppliers and incoming deliveries.
- Serving guests in an efficient, professional and friendly manner, managing cash and credit card payments through the till and card payment machines.
- Proactively maintain a high level of tidiness and cleanliness at the Coal House, including rubbish removal and recycling during and at the end of events, keeping the bar area and equipment clean and tidy, maintaining clean and hygienic restroom facilities and tending to any spillages or breakages quickly; plus a thorough clean of venue at close of each event.
- Work consistently within legal and London Wildlife Trust regulations for customer service, responsible alcohol service, legal weights and measures, health, hygiene and safety, and control of substances harmful to health as instructed by the line manager
- Undertake any other reasonable duties as instructed by the line manager

## General Duties

- 1) Ensure that all Trust Policy is adhered to including Conservation Policies and Position statements, Health & Safety Policy, Lone Working Policy, Dignity at Work Policy, Volunteer Policy, Equal Opportunities Policy, and Safeguarding Children and Adults Policies. To ensure best practice in working with all service users;
- 2) Contribute to the smooth running of the Woodberry Wetlands site and facilities and work with the Woodberry Wetlands team to maintain the site
- 3) Administer files and records, and contribute to the general running of the Coal House operated by London Wildlife Trust as may be required your line manager

## Other areas of responsibility:

- a) Promotion of the Trust: To work at all times to further the aims of the Trust including promotion of Trust membership. To encourage donations and to assist in and promote related events and campaigns where appropriate. Ensure The Trust's policies and procedures are adhered to at all times.
- b) Health and Safety: All staff are legally responsible for ensuring Health and Safety considerations are taken into account in all working situations. Staff are encouraged to make reports or suggestions on any matters of concern.
- c) Equal opportunities: To work at all times within the Trust's Equality and Diversity Policy and to promote equal opportunities wherever possible especially with regard to volunteer and membership recruitment.
- d) All staff may, on occasion, contribute to the work of London Wildlife Trust's trading arm – London Wildlife Limited

## Terms and Conditions

<b>Salary:</b>	£11.58 per hour (inclusive of holiday pay)
<b>Hours of work:</b>	As and when required, but this role will involve working unsociable hours and weekends due to the nature of the role (between 4.30pm – 3.00am)
<b>Holidays:</b>	Included in hourly rate
<b>Tenure:</b>	Zero hours fixed term contract
<b>Sick pay:</b>	Employees are eligible for company sick pay after successful completion of probation, if they follow the correct procedure. Employees may still qualify for Statutory Sick Pay.
<b>Pension:</b>	Eligible employees will be auto-enrolled into the company pension scheme. Further details on auto-enrolment can be obtained from this website <a href="https://www.gov.uk/workplace-pensions">https://www.gov.uk/workplace-pensions</a> . The LWT Pension contribution framework is 3% employer and 5% employee. Even if you are not eligible, you can still join the scheme, but the Trust may not have to make any employer contributions. Further details will be provided on joining the Trust.
<b>Employee Assistance Programme</b>	All employees have access to a free and confidential information, support and counselling service available 24 hours a day, 365 days a year



The following experience, skills and aptitudes are those that we are looking for in candidates for the role. Those listed as 'Essential' are those that the candidates must have. Candidates who fail to meet these criteria will not be short-listed. 'Desirable' skills and experience are those that it would be advantageous to have, although it is not essential.

Essential	Assessed At	Desirable	Assessed At
Evidence of experience of working in a professional, fast paced events/hospitality environment	Application/Interview	Strong understanding of Food Hygiene	Application/Interview
Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.	Application/Interview	Personal License Holder	Application/Interview
A good understanding of event delivery, attention to detail and proactive approach to customer service		Understanding of licensing procedures	Application/Interview
Strong understanding of Health and Safety principles, risk assessments and working safely	Application/Interview	A current first aid certificate	Application/Interview
Experience of cash handling, cash control and stock control	Application/Interview	Excellent organisational and IT skills	Application/Interview
Excellent customer service, interpersonal and communication skills	Application/Interview	An interest in wildlife and the urban nature conservation sector	Application/Interview
Flexible approach to working hours, with a professional attitude and a realistic view of own abilities	Application/Interview		
An understanding of equality and diversity in an organisational context	Application/Interview		
A working understanding of safeguarding issues in a workplace context	Application/Interview		
A commitment to London Wildlife Trust values	Application/Interview		

A DBS (formerly CRB check) check is required for this role