



Role Description

Job	Front of House Assistant		
Contract Type	Zero Hours Contract	Salary	£10 p/h including Holiday Pay
Work pattern	Differing hours including weekends and evenings agreed in advance		

Are you looking for a flexible role in weddings and events?

Enter 45 acres of green space within the heart of Bristol. Arnos Vale is an uplifting site of culture, history, nature, and wellbeing. This is a great opportunity to support our wedding and events team. You are not tied to particular hours and have the flexibility to choose hours that suit your lifestyle, there is no minimum set contracted hours. We'd love to find someone who shares our love of nature, history, and fantastic customer service.

What will your role be?

You will be the public face of Arnos Vale, primarily supporting our weddings and events team and ensuring our clients have a positive and memorable experience. Our events programme includes theatre, film, live music, tours and parties. Your role will include setting up venues, putting out tables and chairs, greeting clients, interacting with visitors, cleaning when necessary, following our health and safety procedures and securing our buildings.

We have 2 indoor venues, one woodland venue and 45 acres of grounds, so challenges and opportunities could take place anywhere. Events run largely on evenings, weekends and bank holidays.

Who are we looking for?

We're on the search for a confident, friendly and reliable person who values great customer service. This role would suit a sociable person who loves to meet new people and is great at thinking on their feet!

If you have experience working weddings and events - that's great, if not we'll provide training and support. We're looking for an approachable and helpful person who can make our events special.

What is a Zero Hour contract?

A zero hour contract is a type of contract between an employer and a worker where the employer is not obliged to provide any minimum working hours and the worker is not obliged to accept any work offered.

Responsibilities:

- Welcome and direct clients
- Provide assistance and interact with visitors
- Prepare venues with direction from your team leader
- Undertake cleaning tasks when required
- Liaise with the wider Arnos Vale team
- Open and close the site and buildings
- Represent the organisation to all visitors

Person Specification:

Criteria	Essential	Desirable
<u>Knowledge & Experience</u> <ul style="list-style-type: none"> • Customer service experience • Previous work in events & weddings • First Aid knowledge 	✓	✓ ✓
<u>Skills & Attributes</u> <ul style="list-style-type: none"> • Good communication skills • Work on own initiative • Energetic & enthusiastic • Reliable • Confident speaking to large groups • Capable of developing relationships with a broad range of people • Flexible and adaptable • Loves problem solving • Enjoys being part of a team 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
<u>Circumstances & Working Conditions</u> <ul style="list-style-type: none"> • Willingness to undertake basic cleaning duties • Willingness to work unsocial hours • Happy to work in a cemetery 	✓ ✓ ✓	

How to apply

To apply, please complete the Arnos Vale application from (on our website) to bookings@arnosvale.org.uk

If you'd like more information, please email Adela on bookings@arnosvale.org.uk or call on 0117 971 9117 (ext 205)

Deadline for applications is Sun 27th June 2021.

Potential interview dates are Thu 1st and Fri 2nd July 2021