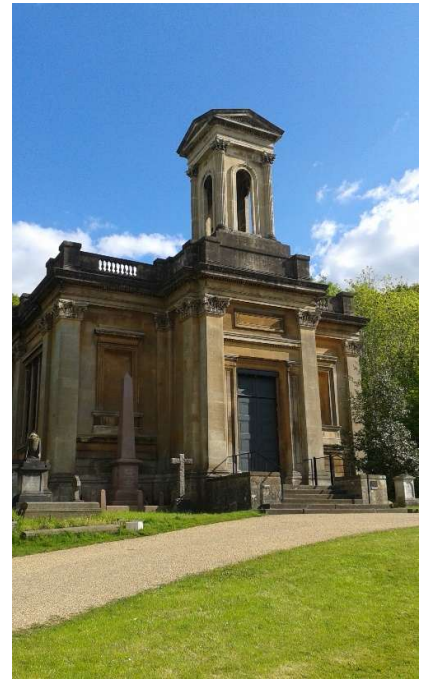


Events Assistant

- Location:** Arnos Vale Cemetery
- Department:** Enterprise
- Report to:** Wedding and Events Manager
- Salary:** £12.85 per hour
- Contract:** Flexible Zero Hours Contract
- Working hours:** Varied work pattern, with evenings and daytimes during the midweek and weekend, all scheduled in advance.



The Anglican Chapel

©Arnos Vale Cemetery trust



Primroses on the long path
©Liz Johnson

About Arnos Vale Cemetery

Arnos Vale is a Victorian Garden Cemetery in the heart of Bristol. We're a special place, where communities come together. Our job is to ensure that Arnos Vale can be enjoyed now and saved for future generations, as a place of heritage, tranquillity, wellbeing, and wildlife.

We are a 45 acre green space in the heart of Bristol, founded 188 years ago. More than 300,000 people are buried or remembered here. Our heritage is nationally recognised with our chapels, lodges and numerous monuments are Grade II* Listed and our landscape listed as a Registered Park and Garden on the Historic England register. The cemetery is also a Site of Nature Conservation Interest (SNCI).

Vision and mission

Our vision is that Arnos Vale Cemetery evolves, staying relevant for Bristol's communities.

Our mission is to share and enhance this special space for all.



Landscape Team with our 2024 Green Flag Award
©Arnos Vale Cemetery Trust

Values

Compassion	We are kind, sensitive and understand that grief is unique for everyone. We lead with kindness in every interaction, no matter the reason for visiting, to create trust within the team, visitors and partners.
Community	We believe in the importance of communities and strive to improve access for all. We are professional in our approach and celebrate achievements, innovative engagement and meaningful relationships.
Conservation	Looking after Arnos Vale is core to our charity objectives. We appreciate and conserve heritage and nature equally, balancing our conservation management.
Collaboration	We work together embracing diverse perspectives and backgrounds. We are well organised, demonstrating integrity and accountability. The way in which we work with one another is of equal importance to the work itself.

Enterprises at Arnos Vale

Arnos Vale is an uplifting site of culture, history and nature with 45 acres of green space in the heart of Bristol. A beautiful place with community, conservation, compassion, collaboration at its core. We have a variety of commercial activity which generates income to support, protect and enhance this special place. We have a gift shop, café, weddings, and a range of ticketed events throughout the year. As a charity, all our income is used to protect and enhance this place. The site is open seven days a week, including weekends and bank holidays, with events throughout the year.



We have three unique historical venues we hire out for a variety of events, including weddings, funerals, markets, corporate away days, filming productions, theatre, film nights and much more. Our weddings and events are all completely unique, and no one day is the same here! Events are all throughout the week, with weddings typically on a weekend.

About the role

This is a physical role, involving both indoor and outdoor events across a large site. Mostly events are during evenings, weekends and bank holidays, but we are open seven days a week, and shift availability can vary.

The events team help coordinate and deliver the operations for the variety of events. They are the public face of Arnos Vale, ensuring our clients and visitors have a positive and memorable experience. This is a great opportunity to develop skills in event support and the delivery of live events.

The role is an active, hands-on role involving a variety of practical tasks, including setups for weddings, serving on the events bar, car parking and cleaning duties, setting up catering as well as a focus on customer service and health and safety.

Role specific responsibilities

- Welcome and assist guests in a friendly and professional manner
- Handle guest questions, complaints, or special requests efficiently
- Support event setup and breakdown with direction from your team leader
- Coordinate with event management, security and caterers
- Follow Health and Safety procedures
- Always be aware of customer welfare and safety
- Maintain cleanliness and organization of front-of-house areas
- Undertake regular cleaning duties
- Set up and packing away furniture
- Set up and serve alcohol at the bar
- Car parking duties
- Liaise with the wider Arnos Vale team
- Represent the organisation to visitors

What we're looking for

Essential

- The ability to work under pressure and at pace in a lively environment
- Previous events, weddings, bar or hospitality experience
- Strong people skills and excellent customer service
- Confidence talking to people, being approachable and empathetic
- Strong attention to detail
- Energetic and enthusiastic, enjoying working in a team
- Practical approach to physical tasks
- Proactive problem-solver
- Reliable and able to work on own initiative
- Flexible approach to work and a willingness to work weekends
- Committed to our values and happy to work in a cemetery

- Good time management and organisational skills

Desirable

- First Aid certificate
- Training in serving alcohol and licensing requirements

What you'll bring

Enthusiasm... and lots of it! You will be a friendly person who enjoys working with people. You'll be someone who shares our love of nature, conservation and history. You'll thrive in a lively, vibrant working environment, have resilience for daily operational tasks, and be excited to discover something new every day.

The work pattern

Weekday and weekend shifts will be available, according to bookings. You will need to work both day and evening shifts.

The Benefits

We offer all our employees a wide range of benefits including:

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays pro rata (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Confidential advice & counselling through the Employee Support Programme
- Workspace within walking distance of Bristol train station, free onsite parking
- 10% discount in the Arnos Vale shop and café
- Social events
- Free tours of the site and a whole lot more!

Application process

Please send us your CV, a covering letter (no more than two pages) or a 3 minute video explaining your suitability for the role. Also complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send all of these to sophie.butt@arnosvale.org.uk

If you'd like more information, please email Sophie sophie.butt@arnosvale.org.uk to arrange a call.

Deadline for applications: This is rolling recruitment, so please apply as soon as possible.

Recruitment policy

Arnos Vale is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We will make reasonable adjustments to the recruitment process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know if this applies to you, or if you need this document in a different format.



Long grass in the cemetery before the meadow cut
©Arnos Vale Cemetery Trust