



Events Duty Team Lead

Location: Arnos Vale Cemetery

Department: Enterprise

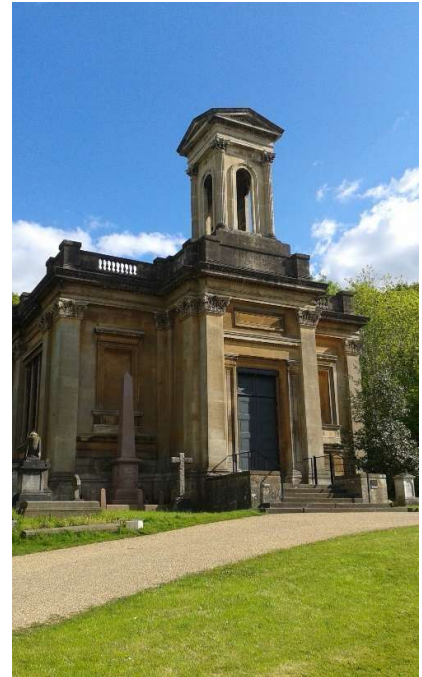
Report to: Wedding and Events Manager

Responsible for: Events Assistants

Salary: £13.40 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.



©Arnos Vale Cemetery trust
The Anglican Chapel



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.



Couple celebrating at the Spielman Centre with sparklers
Bristol Contemporary Photography

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

As Events Duty Team Lead, you'll ensure the smooth running of events, in a beautiful place with community, conservation, compassion and collaboration at its core. You will lead the events team out of hours to deliver the bar and catering hospitality offer. This is a hands-on role, taking the lead on supervising and motivating the team on front of house, customer safety, building security and bar service during an event. Events are typically on a weekend, but we do also host events during weekdays. This role supports the events outside of our core hours (evenings).

You will lead by example to create a warm welcome for our customers and event attendees. This is a busy role on the ground, and would suit a driven and reliable professional with enthusiasm and a positive approach. We would especially like to hear from people with events or hospitality experience.

Shifts would be agreed in advance ahead of the season according to the schedule of weddings and events, and would include between one and three shifts per week. There may also be ad-hoc shifts available over the season, according to any events booked in. The shifts fall on varying days, but predominantly Friday and Saturday evenings. Here is an example:

Friday: Birthday party, 5pm-12.30am

Saturday: Wedding, 6pm-1am

Role specific responsibilities

- Duty supervise the events and bar team; motivating and supporting team members before and during an event.
- Collaborate with the Enterprise Management Team to follow function sheets, briefing sheets and timelines to ensure correct event end times.
- Lead the team to deliver an efficient events bar or catering service.
- Lead by example to provide exceptional customer service and create a welcoming, clean and safe place for customers.
- Support and train the team in the till system, alcohol awareness, and in providing a high standard of products and customer service.
- Ensure checklists and cleaning duties are completed by the team after an event.
- Be the main point of contact during an event for customers, contractors, suppliers, security and emergency services.
- Complete debrief sheets, report on stock levels, takings, incidents or complaints.
- Maintain the organisation of bar stores and chillers in a systemised and safe way.
- Understanding of and compliance with our premises licence.
- Ensure customer complaints are dealt with professionally and according to procedures.
- Respond to incidences and accidents in an appropriate way.
- Ensure buildings, café and bar areas are safe, clean, tidy, and presentable.
- Assist with room setups for events, weddings, bar prep and catering.
- Complete daily/weekly checks and tasks for kitchen, café, buildings and equipment.
- Be health and safety aware, follow procedures and lead evacuations.

- Key holder duties, opening and locking buildings accurately and according to procedures.
- Support the Café Manager, Event Manager and carry out any other duties as required by the CEO and the organisation.

What we're looking for

Essential

- The ability to lead 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 delegate effectively
- 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
- Any other demonstratable, relevant safety training

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, though most of the shifts will fall on an evening.

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 on 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
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