**JOB DESCRIPTION**

**Title:** Beit Venues Event Supervisor

**Division:** Imperial College Union

**Job Family/Level** £9.78 per hour

**Responsible to:** Events and Conferences Coordinator

**Responsible for:** Event support and coordination, agency staff, security contractors, stewards and ushers

**Campus:** South Kensington based within Imperial College Union, Beit Quadrangle.

**Strategic Relationships:** External clients, Union Senior Management, Entertainments Coordinator, Beit Bars and Catering team, facilities staff suppliers, and other union staff

**Purpose of the Post:** The Beit Venues Event Supervisor will be required to facilitate the delivery of various events for internal and external clients. The post holder will ensure that conferencing and functions are delivered to the highest standards, while maintaining client relations to the highest level for all of Commercial Services.

**This post is a key post that will deliver clients requirements in a professional, friendly and efficient manner. They will be the face of the Union’s Beit Venues event function and will hold close relationships with our clients.**

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**Responsibilities**

1. **Operational**

* To maintain existing relationships with the key roles as listed in the Strategic Relationships (above).

* Supervising other subordinate members of staff, including casual and contracted staff.
* To oversee the delivery of all aspects of the Beit Venues Trade, Catering and Entertainments provision at South Kensington, including one-off events in the absence of the Beit Venues Management team.
* To work closely with other teams to deliver a consistently high level of service and to exceed clients expectations

1. **Conferences Duties**

* To Support the Event and Conferences Manager and Event Coordinator (Beit Venues Management Team) with the logistics and execution of Union & Beit Venues Events.
* To prepare the venues for opening at the beginning of each event, ensuring that all doors to non-public areas are locked or alarmed, and all fire exits are unlocked and unobstructed. To aid in the protection of the premises licence by working with the Bar Management Team, ensuring that we abide by the licence and other licensing laws, including upholding the four licensing objectives. To ensure that proactive and positive steps are taken to ensure that our operations do not have a negative effect on the wider community such as neighbours, local businesses and the College ensuring that till areas are clean and litter free.
* Ensuring spaces and goods are attractively presented and set-up in good time.
* Informing the Beit Venues Management when stock lines and consumables are getting low or have run out.
* Receiving and helping with any relevant deliveries ensuring that the correct amounts of items are signed for, and that the delivery note is correct with regard to the goods supplied. Sign and date the delivery note.
* Greeting clients at the start of their events and liaising with them to provide basic audio-visual support and solve simple issues.
* Maintaining a smart appearance and a polite manner at all times

1. **Staff Responsibility**

* To provide clear and unambiguous guidance to the staff so they can provide our members and clients with a well-run, professional and consistent service on all levels.
* To liaise with the security team and the Bar Management in taking a pro-active approach to customer safety, to maintain an inclusive environment for all of our members and customers.
* To oversee the coordination of stewards and security contractors on a shift by shift basis.
* To encourage culture of support, learning and development. To develop and maintain a learning and development culture in the department to ensure that all staff performance is supported.
* To aid the Beit Venue Management Team in training of any new team members, ensuring that best customer service and practice can be achieved.

1. **Specific Duties**

* To liaise with the Events and Conference Team and external clients for clear event specifications and to communicate these on the day with other Commercial staff to ensure smooth delivery.
* To ensure that Union services are provided in a timely manner in accordance with the event timetable
* Ensuring all keys and access cards are secure at the end of each shift.
* To be the on-site contact for the Client, ensuring that all of their requirements are met on the day.
* To provide any additional services or equipment requested by the client on the day, and to report these to the Event Team at the end of the event to ensure that the Client is charged appropriately.
* To ensure that rooms and furniture are set up in accordance to the Client’s wishes in a timely manner, prior to the client’s arrival.
* To ensure that rooms and furniture are reset and clear at the end of the event day ready for events the following day.
* To work closely with other Commercial staff on the day to ensure smooth running of the event.
* To work in conjunction with the bars team to set-up and supervise drinks receptions in non-bar areas.
* To ensure that casual and agency staff are utilised throughout the event to the best of their ability.
* To record start times and finishing times of casual and agency staff on the day, including stewards, and security, and to report these to the Beit Venue Management Team at the end of the event.
* To report defects to either the Bar Management or the Beit Venues Management team to ensure the Union Building, specifically rentable spaces, are clean, tidy and operational, or to the College’s Facilities Department if urgent and out or normal Business hours.
* To report any stock usage of equipment and consumables during each event or conference to the Beit Venues Management after an event for preparation for future events and for billing.
* To follow the College’s protocol of reporting emergencies during events.

* To prepare and pass on an event briefing report to the Beit Venues Management Team in a timely fashion at the end of each event day.

1. **Other**

* To attend meetings as required.
* To comply with Union and College policies, procedures and constitution at all time.
* To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To have a flexible approach to duties and work and, in particular, adopt a team style with departments and activities across the Union.
* To be flexible in the times of your working hours within the agreed pattern of trading hours, some evening and weekend hours will apply.

**Training and Professional Development**

Imperial College Union considers regular and on-going training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

**Notes**

**To observe and comply with all College policies and regulations, including the *key policies and procedures on Confidentiality, Conflict of Interest, Data Protection, Equal Opportunities, Financial Regulations, Health and Safety, Imperial Expectations, Information Technology, Private Engagements and Register of Interests, and Smoking.***

**To undertake specific safety responsibilities relevant to individual roles, as set out on the College Website Health and Safety Structure and Responsibilities page (**[**http://www3.imperial.ac.uk/safety/policies/organisationandarrangements**](http://www3.imperial.ac.uk/safety/policies/organisationandarrangements)**).**

***Job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.***

***Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities in Employment Policy, Promoting Race Equality Policy and all other relevant guidance/practice frameworks.***