Events & Operations Crew

Introduction/Background to the Role

The Common Room of the Great North Limited (CRGN) is a limited company and registered charity, created to take forward the restoration and redevelopment of its Grade 2* listed 19th Century building, Neville Hall in Westgate Road, Newcastle upon Tyne.

We are looking for confident, customer focused and proactive event and operations crew members to support delivery of The Common Room's operations and events. This will involve setting up rooms, providing assistance to other teams and utilising CRM software to ensure everything is completed correctly and efficiently.

Further details of The Common Room and the project can be found on our website - www.thecommonroom.org.uk Job Description

Job	Event and Operations Crew
Wage	National Minimum Wage
Duration	Up to 36 hours per week
Reports to	Operations supervisor

Job Summary and Purpose

- To provide flexible day-to-day operational assistance of The Common Room
- To assist in managing security within Neville Hall.

Main Responsibilities/Activities

- To support operational set up for any events
- To provide excellent customer service to visitors to the building

- To coordinate and support training within H&S and waste management requirements
- Support the tenants within Neville Hall
- Work with relevant colleagues to coordinate deliveries
- Administration of the accident record book for any incidents that take place.
- To ensure that IT and AV equipment is regularly checked, maintained and repaired where necessary
- To support with any food & beverage requirements for events

All staff/freelance contractors are expected to:

- Positively support equality of opportunity and equity of treatment of colleagues in accordance with the Diversity Policy/statement.
- Help maintain a safe working environment by attending training in Health and Safety requirements as necessary and following local safe working practices and the Health and Safety Policy.

Person Specification

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

Communication and customer service skills	Experience of providing high standards of customer care and working with the public.
Organisational skills	Well organised, with great attention to detail, and an ability to coordinate, timetable and balance a range of priorities and projects.
IT skills	Good IT skills, including experience of the use of spreadsheet, word processing and document editing and presentation software.
Personal Attributes	The ability to work on your own, as well as part of a small team. A high standard of personal presentation. The capacity to work anti-social weekend, evening and public holiday duty shifts.

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

Please note, an induction programme and on-going development and training or mentoring will be offered, but the ideal candidate will have some of the following desirable skills, knowledge / experience.

Building Management	Experience of working in a heritage/cultural building.
Operational Skills	Experience which involves the planning and delivery of activity including conferences, events and weddings in venues Knowledge of Health and Safety legislation and the regulations for application in a building used by the public. Experience of dealing with accidents to staff and the public. Duty manager experience.
Events administration	Knowledge of the needs of speakers, partners and participants in public lectures, conferences and events.
IT skills	Knowledge of event booking systems. Knowledge of CRM systems. Knowledge of building management systems. Knowledge of digital signage networks.

Information for applicants

- Applications should be sent via email to
  cristian.rogerson@thecommonroom.org.uk

- Applications must include:
  - o An up-to-date CV.   o The contact details (email and phone) of two referees one of whom should be your last or current employer, these will not be contacted until an offer of employment is made.