**Job description**

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| **Job title:** | Wedding & Events Host (Casual) |
| **Department:** | York Venues | **Contract:** | Casual |
| **Reporting To:** | Wedding and Events Manager | **Hours per week:** | 0 |

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| **1. Job purpose**To work with the Business Development Team assisting the hosting and delivery of weddings, conferences and other events for York Venues. Ensuring the successful operational delivery and consistently maintaining and managing excellent customer service at all times. |

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| **2. Dimensions***Hosting up to 150 events each year across all sites**Event capacitates range from 150 – 300 at each venue plus more in Museum Gardens**Event timings are 9am – 1am for weddings, 7am – 7pm for conferences and 5pm – 1am for evening events.* |

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| **3. Principal accountabilities*** Setting up the York Venues for events, including moving furniture and equipment, in accordance with function instructions.
* Provide outstanding customer service to all clients, guests and contactors/suppliers at all times across all sites by engaging, welcoming, informing and orientating clients during weddings and events.
* To quickly and calmly deal with unexpected issues and complaints on event days
* Demonstrate understanding of and sensitivity to meeting the special needs of disabled clients and clients with diverse cultural backgrounds.
* Maintain a thorough knowledge of emergency procedures, including First Aiders and evacuation procedures, to ensure events run safety and according to relevant legislation.
* Help to maintain a clean and orderly environment, working in conjunction with our catering and cleaning partners to ensure all our sites sustain a high level of cleanliness and organisation.
* Promote equality and diversity in line with YMT Equality Statement

**Other duties** * Other duties may be required from time to time which are consistent with the grading of this post
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| **4. Key performance measures***How will success in the job be measured? These should relate to the principal accountabilities.*Feedback from Clients and colleaguesPositive feedback on social media, TripAdvisor and direct to the department via phone, email and letter from the Clients |

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| **5. Knowledge, skills, experience and behaviours****Knowledge*** **N/A**

**Skills*** Good communicator
* Ability to self-organise and manage time effectively
* YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:
	+ Digital recording – e.g. photography, sound, video
	+ Social networking – e.g. twitter, Facebook

**Experience*** Experience within a customer facing role
* Some knowledge or experience of the wedding and events industry

**Behaviours*** Friendly and approachable demeanour
* Appropriate and presentable appearance
* Flexible
* Commitment to equality and diversity and an understanding of how this commitment applies to this role.
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| **6. Key relationships***Weddings and Events Host* *Operations Supervisor* *Sales Supervisor* *Wedding & Events Manager.**Museums and Gallery staff* *Gardens Team* |

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| **7. Organisation chart***Wedding & Events Manager**Wedding & Events Sales Supervisor* *Wedding & Events Operations Supervisor**Wedding & Events Permanent Host****Wedding & Events Casual Hosts*** |

**Terms and conditions of service**

**Job Title: Wedding and Events Host (Casual)**

Reporting line

This post reports to the Wedding and Events Manager.

Salary

The salary for the post is£9.00 per hour.

Annual leave

Your paid leave entitlement will depend on the number of hours that you actually work and be pro-rated on the basis of a statutory full-time entitlement of 5.6 weeks’ holiday per year. The Trust's leave year runs between 1 April and 31 March.

At the end of each assignment the Trust will pay you in lieu of any accrued but untaken leave. The amount of the payment in lieu will be calculated on the basis that you receive 12.07% of your hourly rate for every hour you worked, which will be awarded to you in your pay 1 month in arrears and defined on your pay slip as “casual holiday pay”.

Pension

The earnings you are paid in any pay reference period (each calendar month at the Trust) will be assessed in line with the automatic enrolment duties placed on the Trust under the Pensions Act 2008. If you meet the criteria, you will be enrolled into the North Yorkshire Pension Fund. If you wish to opt out of the pension scheme, you can do so by contacting [www.nypf.org.uk](http://www.nypf.org.uk)

Hours of work

Your hours of work will vary depending on the operational requirements of the Trust. You will be informed of the required hours for each assignment. The Trust is not obliged to offer you work. You are not obliged to accept work offered by the Trust.