

York Museums Trust

Job description

Job title:	Wedding & Events Host		
Department:	York Venues	Contract:	Seasonal
Reporting To:	Wedding & Events Manager	Hours per week:	Varied

1. Job purpose

To work as part of the Venues Team hosting and delivering weddings, conferences and other events for York Venues. Ensuring the successful operational delivery and consistently maintaining and managing excellent customer service at all times.

2. Dimensions

Hosting events across all of York Museums Trusts sites
Event capacities range from around 50 – 300 depending on the venue plus more in York Museum Gardens
Event timings are (guide only) 9am – 5pm for weddings, 5pm – 1am for evening weddings and events.
7am – 7pm for conferences

3. Principal accountabilities

- To be responsible for the set up the York Venues for events, including moving furniture and equipment, in accordance with function instructions.
- To be the point of contact throughout the event with the client – liaising re timings, activities and matters arising (such as safety, contractor arrivals / delays, evacuations, equipment malfunction)
- Provide outstanding customer service to all clients, guests at all times across all sites by engaging, welcoming, informing and orientating clients during weddings and events.
- To coordinate with contactors/suppliers prior to the event to ensure they are briefed on the site regulations, event schedule and operation and maintain ongoing communication for the duration of the event
- Keyhold and take responsibility for our main venue, the Hospitium, To ensuring the security of the building at the end of the event
- Take responsibility for the operation of the event on the day/evening without a manager present
- To quickly and calmly deal with unexpected issues and complaints on event days, making decisions (within defined parameters) to resolve situations, without a manager present
- To prevent or stop any activity that is unsafe or not pre approved Demonstrate understanding of and sensitivity to meeting the special needs of disabled clients and clients with diverse cultural backgrounds.
- 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.

- Work in the office answering the phone, dealing with enquiries and bookings and general administrative duties when needed.
- Promote and develop 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

4. Key performance measures

Feedback from Clients and colleagues

Positive feedback on social media, and direct to the department via phone, email and letter from the Clients

5. Knowledge, skills, experience and behaviours

Knowledge

- A thorough knowledge of emergency procedures, including First Aiders and evacuation procedures, to ensure events run safely and according to relevant legislation.

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Skills

- Good communicator
- Ability to problem solve in a live situation
- Organised
- Ability to 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
- Experience of securing buildings
- Experience of co ordinating contractors / suppliers
- Some knowledge or experience of the wedding and events industry

Behaviours

- Friendly and approachable demeanour
- Appropriate and presentable appearance
- Flexible
- Commitment to and advocacy of equality, diversity, inclusion and anti-racism and understanding how these apply to the role.
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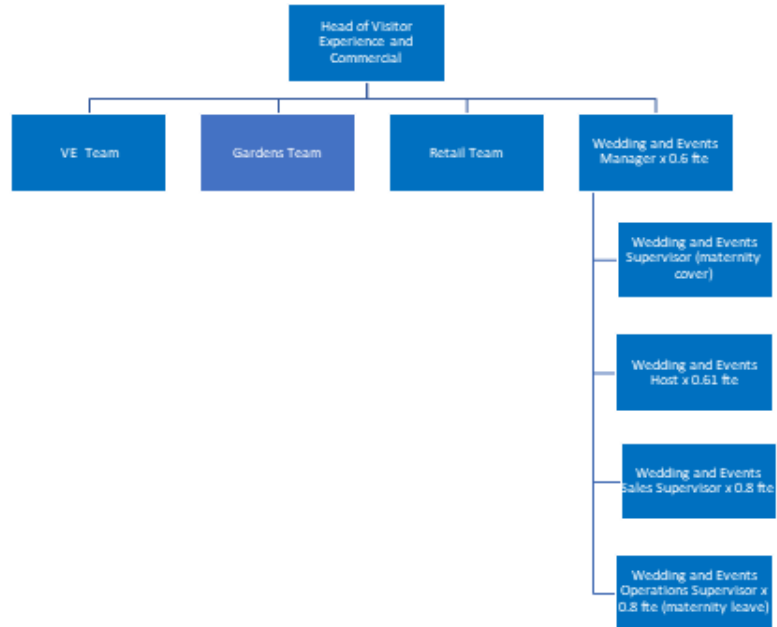
6. Key relationships

Venues team

York Museums Trust

Clients
Contractors/Suppliers

7. Organisation chart



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