



Role: Casual Events Assistant

Start Date: Immediate, work is offered ad hoc

Location: Working Onsite at Oxford House

Reports to: Arts & Heritage Producer, Commercial Manager

Organisation: Oxford House, Derbyshire Street, E2 6HG, London

Fee: £11.95 an hour (London Living Wage)

Working Patterns:

Shifts will be offered when available. Some early morning, late evening, and weekend work will be expected in this role.

The Role:

Oxford House is a community arts centre which has been based in Bethnal Green since 1884. We are seeking to develop a team of Events Assistants to support in delivering our diverse and varied events programme. We are looking for proactive and flexible team members to deliver brilliant customer service and contribute positively to our growing events and cultural programme. The Event Assistant role requires a commitment to delivering events to an excellent standard, flexibility and a commitment to excellent customer service to visitors, community partners, artists and stakeholders.

About Oxford House

Oxford House is a historic 'settlement house' established in 1884 by students and graduates who came to live and work in the East End. These 'settlers' led projects and community initiatives ranging from men's clubs, to work exchanges and adult learning initiatives for local people. Oxford House has been based in its listed Victorian building in the heart of Bethnal Green since 1891. From youth work, projects for older people, to women's groups and community-led Somali cultural projects, Oxford House has reflected a changing East End. Today, Oxford House is multipurpose community arts centre, still based in our beautiful, Grade II listed building and home to a theatre, dance studio, gallery, and café.

Responsibilities:

Event Delivery:

- Support in preparing rooms and spaces for events including setting/resetting rooms (i.e. support in moving event furniture, tables and chairs)
- Support OH in setting up materials and resourcing for events including art materials and equipment
- Support in ensuring building is presentable, clean and safe for visitors
- Support incoming ticketed events including using in-house ticketing software as well as paper-based systems

- Ensuring Health and Safety of Visitors and support in building evacuation, if required.
- Follow the operating plan, ensuring correct opening and closing times are adhered to, setting up and clearing down as required.

Customer Experience

- Warmly welcoming guests and ensuring they have a positive experience
- Meeting and greeting visitors including artists and checking visitor tickets and guestlists
- Support in audience 'wayfinding' and guiding visitors during events and performances including 'queue management'
- Answering customer queries as they arise
- Support in collecting audience data and feedback after events

Café / Bar

- Lead on sales of food and beverages
- Serve hot and cold drinks, snacks and alcohol as required for events
- Ensure all areas with food and drink are clean, tidy and adhere to the highest standards for food hygiene and health and safety regulations.
- Support in delivering 'pop up' bars across our site
- Process sales using our 'point of sale' system accurately and quickly.
- Ensure all food transactions comply with food safety, H&S and allergen regulations
- Cashing up and cash handling for transactions
- Stock checking and control
- Use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.
- Maintain a high standard of personal hygiene, and work in a clean and tidy manner.

Essential Skills:

- Excellent communication skills – warm and friendly manner with excellent interpersonal skills
- Maintain highest standards of customer care including problem solving, clear communication and patience when dealing with internal and external stakeholders
- Experience working with Electronic Point of Sale Systems
- Experience working on events in usher role or 'audience experience' focused role
- Ability to deliver fantastic customer service to diverse users
- Excellent teamworking abilities
- Reliability and excellent timekeeping
- A strong interest in arts and cultural events

Desirable:

- Food Hygiene certificate

- First Aid Qualification

How to Apply:

Email Cover Letter: (no longer than 2 pages)

Email CV to

jobs@oxfordhouse.org.uk

This job will require completed references confirming appointment.
Please note this role is for applicants aged 18+