

Burgh House & Hampstead Museum

House and Event Supervisor

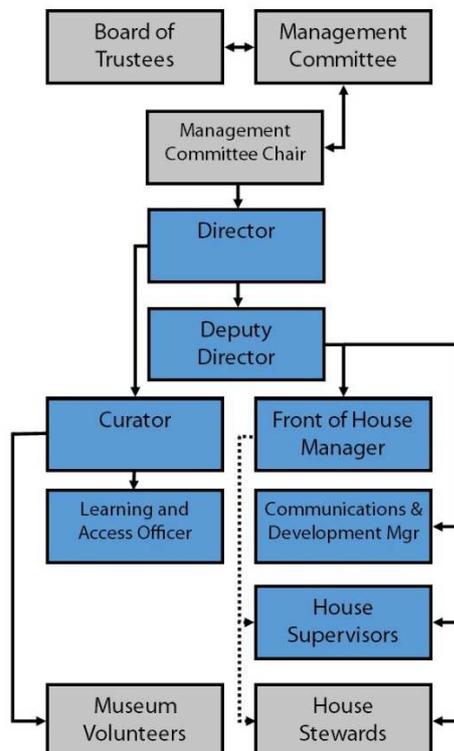
Job Description and Person Specification

Organisation	Burgh House CIO (Charitable Incorporated Organisation)
Location	Burgh House & Hampstead Museum, New End Square, London, NW3 1LT
Job Title	House and Events Supervisor
Reports to	Deputy Director
Hours of work	Casual/Part Time. Weekday evenings and weekends as required.
Pay	£10.55 per hour
Application	CV & Cover Letter to Mark Francis, Director, by post or email mark.francis@burghhouse.org.uk
Deadline	Midnight, Wednesday 28 August 2019

Background information

Burgh House is a Queen-Anne Grade-I listed house set in a beautiful garden in Hampstead, London. Run as an independent, self-funded, registered charity. It serves the community as an arts centre, museum, meeting place, and party and wedding venue. The Buttery Café is located in the basement.

Organisation Structure



Job Outline

The House and Events Supervisor's role is to look after Burgh House & Hampstead Museum during out-of-hours events such as local society meetings, private views, talks and classical concerts, usually held on weekday and Sunday evenings as well as occasional private functions including weddings. They may also be required to open the House to the public at weekends. House Supervisors are key-holders, responsible for the security of the building including setting and un-setting the alarms, and ensuring that events run smoothly. On occasion they may also be asked to provide office support.

Over 75% of Burgh House’s funding is derived from hire. The main job of the House Supervisor is to provide a competent, professional and welcoming service to our clients as well as look after the welfare of our 300-year-old building. It is therefore essential that House Supervisors are presentable, able to work independently and think on their feet. They must communicate well with other members of staff and deal confidently and competently with clients and the public.

Main Duties and Responsibilities

Main Duties - Events:

- Ensure the House is prepared for events – this includes ensuring that the rooms are correctly set-out (moving chairs and tables is a requirement of this role), setting up the projector and other IT equipment as required, checking that the house has been cleaned properly and any light bulbs replaced, carry out regular toilet checks during and between events.
- Greet clients and their guests in a warm and open manner.
- Look after the requests of clients and their guests.
- Be readily available during events and be the first point of contact if clients or their guests have any queries.
- Provide security for the House e.g. ensure there is no smoking, that the music doesn’t get too loud, or that there is no damage being caused.
- Deal with any unforeseen eventualities confidently and competently
- Ensure that guests leave at the agreed time.
- Ensure that the house has been left in a good condition at the end of the day/event
- Lock-up the House, set alarms and secure parameter gates at the end of the evening.

Occasional Duties - Public Opening:

- Unset and set the alarms at the beginning and end of the day.
- Check the diary and ensure that the rooms have been correctly set-up for any events.
- Tour the house to ensure it is clean and tidy.
- Open the House for visitors.
- Cover the front desk, including operating the till, during stewards breaks or if there are no stewards available.
- Answer the phone in the office.
- Show prospective room hire and wedding clients the House.
- Provide information to visitors.

General:

- Represent Burgh House and Hampstead museum in a friendly and professional manner
- Be well presented
- Adhere to all Burgh House policies including equal opportunities and health & safety
- Carry out any additional duties, including administration, set by the Senior Staff

Person Specification

Experience assisting at or organising events	Essential
Experience giving information to the public	Essential
A keen interest in event management	Essential
A personal interest and/or academic interest in a relevant subject such as history/ heritage/ museums/ local collections	Essential
Confident dealing with paying clients and the public	Essential
Friendly and professional manner, in person and on the phone	Essential
Confident speaking to the public	Essential
Experience as a key-holder and/or looking after historic buildings	Desirable
Experience using a till	Desirable