

Event Duty Manager

Role Title	Event Duty Manager
Position	Annualised hours contract based on working 312 hours per annum, which are averaged at 12 hours per week.
Hours	Shifted hours Minimum 4-hour shifts Early morning / late night / Saturday working
Salary	£5,350 per annum (£17.15 per hour, based on 312 hours per year)
Holidays	Pro-rata entitlement of 33 days per annum based on 25 days leave plus 8 bank holidays (actual entitlement is 5.5 days)
Responsible to	Events Coordinator
Responsible for	Supervising venue hire clients, guests and event contractors
Location	On-site

About Chelsea Physic Garden

Chelsea Physic Garden is an independent charity set up in 1983 to promote and preserve the four-acre Grade-I listed garden of the same name. The Charity's vision is to inspire wonder, wellbeing, and discovery by uniting people with plants that heal.

The Garden is an important and unique sanctuary for biodiversity, comprising over 4,500 different plant taxa, each with their own medicinal, edible and useful significance. The Garden is open to the general public and school and community groups six days per week, eleven months of the year, and has steadily seen its visitor numbers rise to 70,000 per annum.

Chelsea Physic Garden offers certain areas and facilities for hire by private and corporate clients, for weddings, drinks receptions, dinners, celebrations of life, Garden parties, filming and photography shoots, and other private and commercial events. The revenue generated from these events directly supports the Charity's continued educational and horticultural work.

About the Role

The Event Duty Manager supervises the Garden during event hours, and acts as the venue manager and primary point of contact for clients, event guests and external contractors throughout the set-up, delivery and de-rig of events, with support and guidance from the Events Coordinator.

The Event Duty Manager should ensure all event activity takes place in consideration of the venue's historic and botanic garden setting, and in

compliance with its Premises License restrictions, conservation policies, and the individual arrangements agreed with clients for their event.

Key areas of responsibility

i. Health and Safety, welfare, fire and security

While on duty, the Event Duty Manager will act as the Garden's fire warden and will be responsible for the Health and Safety of all visitors, staff and guests, in line with the Garden's Health and Safety Policy and training from the Deputy Director (Visitor Experience).

Duties include, but are not limited to, identifying and mitigating Health and Safety and fire hazards, informing clients and guests of the areas and exhibits within the Garden that are hazardous, monitoring wind speeds at agreed positions in case of tree branch drop, and leading the response and evacuation in case of an emergency.

ii. Private event activity

Following the written instructions and pre-event briefing from the Events Coordinator, the Event Duty Manager will:

- Open and close venue entrances, and facilities for event personnel
- Ensure event set up is conducted safely and in line with terms and conditions for hiring the Garden
- Monitor noise levels within the Garden during events, particularly where music or entertainment may cause a nuisance to neighbours, ensuring that sound levels do not rise above set levels at any time
- Ensure hire terms and conditions are always adhered to during the delivery of the event, particularly in relation to the care and respect of the Garden's facilities and plant collections and ensuring no unauthorised activities are taking place
- Supervise event de-rig, ensuring the venue is left in the manner in which it was found, and that no waste or equipment is left behind
- Ensure guests and suppliers depart in a safe and orderly fashion, so as not to breach the Premises License by disturbing local residents
- Secure the site after event close.

iii. Supervisory Responsibilities

The Event Duty Manager is responsible for supervising venue hire clients and guests during an event, ensuring that no unsafe or unauthorised activities are taking place. They will supervise the activities of any external contractors who may be working at the Garden during an event, and will attend to any specific needs of event guests, ensuring that they maintain excellent customer service throughout.

Person Specification

Skills and Experience	Essential (E)/ Desirable (D)
Demonstrable customer service skills and a desire to exceed customer expectation	E
Confident and comfortable proactively responding to clients, guests and suppliers with the aim of delivering excellent customer service	E
An ability to remain polite but firm in the face of pressure to make special exceptions or allowances	E
An interest in working sustainably in a time of climate emergency	E
Previous experience of managing events and functions	D
Previous experience in hospitality environments	D
Previous experience of managing and overseeing contractors	D
Interest in plants and botanic gardens	D
A working knowledge of, and training in Safeguarding and Health and Safety	D
A basic understanding of Premises Licenses	D

Whilst prior experience in heritage and hospitality settings is preferred, it is not essential for the role and the Garden will provide full support and training.

Additional Information

Chelsea Physic Garden is committed to being an equal opportunities employer.

Our organisational values are:

- Inclusion
- Sustainability
- Openness & Transparency
- Respect & Care
- Discovery & Enrichment

Terms and Conditions

The Garden has two individual posts available for the Event Duty Manager role.

These are permanent part-time posts. The post holders will be employed on an annualised hours contract and will receive 1/12th of their salary per month which averages at 12 hours per week, with the majority of shifts taking place in the Summer months between May and September.

The nature of the role means that a high degree of flexibility over the days and hours worked is required to meet the needs of the business and seasonal nature of when Garden events typically take place.

The post holders will individually be paid a salary of £5,350 per annum, which equates to £17.15 per hour, based on 312 hours per year.

The role is based at Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS.

Although the role is offered primarily as an annualised hours contract, the Garden is open to other working arrangements.

As an employee of the Garden, the post-holder is entitled to the following benefits:

- Travel to Work Loan Scheme
- Cycle to Work scheme
- On-site parking
- Pensions and Group Life Assurance
- 20% staff discount in the Physic Garden Shop
- Free admission to the Garden, including friends and family

Returning your application

Please complete the job application form and equal opportunities form and email them to jobs@chelseaphysicgarden.co.uk

Dates

Applications will be reviewed and interviews held on a rolling basis. Applicants are encouraged to apply as soon as possible.