

Job description

Job Title:	Public Events Supervisor
Reports to:	Air shows and Public Events Manager
Direct Reports:	Volunteers, Casual staff
Salary:	£25,000 per annum

Purpose of the Job

The Shuttleworth Trust is a heavily events-orientated organisation with a range of large and small activities to generate revenue and to encourage visitors to site. This role will be fully responsible for small events and will support large events. From time to time it will include supervision of the daily visitor attraction when there are no events.

Job Functions

Supervisory

- To supervise public events on the day in accordance with minimum staffing structures as agreed with the Public Events Manager
- To ensure public events are effectively integrated within the Visitor Attraction
- To act as Duty Supervisor for the Visitor Attraction in conjunction with the other Supervisors in the Visitor Experience working group, providing supervision to the overall daily operating procedures of the site, to include start and end of day checks, opening, closing, fire and emergency, and general management of the public.
- To undertake event-specific and 'toolbox talk' training to stewards and volunteers

Planning & Operations

- Plan, prepare and deliver the operational requirement for small public events
- To undertake the booking and supervision of event suppliers, contractors and staff as required
- To plan and manage the venue turn rounds
- To lead daily and event briefings.
- To supervise the Shuttleworth admission process as per the agreed procedure.
- To ensure the safe arrival and exit of visitors.
- To take a proactive approach in monitoring the visitor experience, identifying ways to improve the offering in conjunction with the visitor experience working group.
- Providing general advice, direction and information to visitors, promoting the Shuttleworth experience.
- To engage visitors in the history and heritage of Shuttleworth, and to promote the training of this amongst the team.
- To monitor good housekeeping of the site when on site
- To disperse and manage crowded areas in conjunction with the stewarding team and the Duty Manager.
- Promote effective communication across teams throughout the day with the use of radios.
- To provide first aid cover
- To respond to and manage any emergency situations that may arise according to the roles defined in the Emergency Plan

Financial

- To handle cash and PDQ payments.
- To complete end of day cashing up procedures

Risk Management

- To monitor the safety of all public areas, to include car parking, admission, pedestrian, welfare and toilet areas.
- Carry out pre and post event/daily safety checks.
- To address any safety concerns, escalating to the Duty Manager or Event Manager where necessary.

Customer Service

- Provide high quality and efficient service to customers
- Handle complaints and feedback as required

Administration

- To process timesheets and documents for payroll
- To maintain regular communication with Visitor Experience Supervisors and stewarding teams.

Relationships

- To ensure smooth relationships with internal and external teams.
- To represent the Shuttleworth Trust with stakeholders, contractors and funders

Policies and Procedures

- Comply with Health and Safety legislation
- Comply with GDPR legislation
- Adhere to organisational policies
- Follow procedures that support and deliver departmental objectives

Personal Responsibilities

- Demonstrate personal integrity in all day to day interactions with colleagues, working as a positive influence and role model, acting with professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff and volunteers along with changes and developments
- Protect the reputation of the Trust.
- Maintain professional levels of confidentiality commensurate with the role
- Champion and model the Principles of the Shuttleworth Trust.

Hours and Physical Conditions

40 hours a week

Full time 5 days over 7. Extensive weekend work will be required in peak seasons. Opportunities for home working will be limited.

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the Trust reserves the right to make reasonable changes after consultation.

Selection Criteria

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Hospitality Related Event Related Customer Service	D D D	
Work Experience	Hospitality experience (2+ years) Event experience (2+ years) Experience in managing people (2+ years)	D E D	
Skills and Knowledge	Ability to work within a high pressure, physically demanding outdoor environment Customer service orientated Experience in EPOS systems & cash handling Good communication skills both written and oral Proficient in the use of software applications to include Microsoft Outlook, Word, Excel and Powerpoint. First Aid at Work Driving license	E E D E E D E	
Aptitudes	Ability to work unsupervised Ability to work quickly, efficiently and accurately. Ability to handle multiple tasks, manage own time effectively and prioritise under pressure. A team player willing to be flexible to meet the changing needs of the business Good organiser with the ability to foresee where assistance is needed	E E E E E	