

Harrow School

Job Description & Person Specification | Event Supervisor

Job Description

Job title Event Supervisor

Reporting to Commercial & Events Manager / Events Coordinator

Background to role Harrow School Enterprises Limited (HSEL) is the trading company of Harrow School. It is responsible for raising additional funds for the School through commercial activities such as events, filming, tours, weddings, educational courses, residential tenant groups and sports facilities hire, alongside providing services to the School such as the School Shop and operating the Sports Centre. HSEL is also the head office for the British Association of Boarding School Short Courses (BABSSCo), which operates four English Language & Activity centres across England. BABSSCo is one of the leading providers of summer language courses for international students aged 9-17 years.

Primary role The Event Supervisor's role is to represent Harrow School's event business and act as a key point of contact between the Venue and the Client. At Harrow, the Event Supervisors are appointed to make sure the venue space is opened and closed in the same condition and ensure all set up/close down is complete according to the 'Event Sheet' information pack, making the client's journey a smooth one. Event Supervisors when required, will manage other Event Staff during an event.

Event Supervisors are required to keep the Events Coordinator and Commercial & Events Manager up to date throughout the event, and ensure all Fire and Health and Safety Regulations are adhered to. The management structure is detailed below and highlights the position of this role:

Commercial & Events Manager / Events Coordinator > **Event Supervisor** > Events Assistant > Events Monitor

Principal duties

- Represent the Harrow and HSEL brand, providing the highest level of customer service at all times
- Ensure all required event areas are set up with appropriate signage banners
- Collect and return all Building keys and access codes prior to Event set up and close down
- Ensure the Venue is open and ready to receive the client and guests on the day of the event within required times
- Ensure all set up instructions are complete and all technical requirements are working
- Understand where all Fire exits and Health and Safety points are within the building in case of an unannounced evacuation
- Supervising the general behaviour of the clients and outside technical support within the venue space/s
- Overseeing any catering booked by the client, and liaise with the catering team when required. Collect all final drinks consumptions from Harrow Catering once guests leave
- Managing a small team of event staff and technical support staff, ensure breaks and shifts are managed effectively
- Ensure constant client contact and the general smooth running of the event
- Remain reactive to quick event changes, deal with tackling last minute changes calmly and professionally
- Ensure guests arrival onsite to Harrow School is safe; liaising with transport and working

Harrow School Enterprises Ltd.

Job Specification | Event Supervisor | Harrow School Enterprises Limited

- outside and direct traffic where necessary
- Complete cleaning duties if required in event spaces if the situation requires it
- Assist with the moving of furniture and lifting if required
- Conducting detailed and honest appraisal assessments for staff you have line management responsibility for
- Manage cash handling responsibilities when manage a cash bar service, when required
- During period of employment, you must be contactable by mobile at **all times**
- Provide feedback after each event to the Events Coordinator and Commercial Event Manager, to report damaged equipment or issues to be improved on moving forward
- Understand the flexibility of the events environment and last minute change, longer hours maybe required on occasion
- Performing other general duties as directed and required by the Events Coordinator and Commercial & Events Manager

Filming

- Maintain client and project confidentiality at all times
- Ensure that the clients respect Harrow School's property and artefacts
- Ensure that the facility is returned in the state it was found, including checking that all waste is removed from the site
- Ensure that noise must be kept within reasonable limits and direct any comments or complaints to the Events Duty Manager
- Ensure that the film party use only the prescribed facilities. All other school facilities are strictly out of bounds

Person Specification

	Essential	Desirable
Education		
Educated to Secondary level with solid grades	X	
Experience		
Previously worked on Events		X
People Management	X	
Volunteer work		X
Customer service experience	X	
Skills & Personal Qualities		
Flexible	X	
Ability to Work with Others	X	
Adaptive	X	
Ability To Handle Confidential Information	X	
A Quick Learner	X	
Shows Leadership	X	
High Stamina	X	
Hardworking	X	
Empathic	X	
Calm Under Pressure	X	
Creative	X	
Quick Thinking	X	
Venturesome	X	
Strong Attitude to Work	X	
Approachable	X	
Punctual	X	
Communicative	X	
Attentive to Detail	X	
Takes on Feedback	X	

Terms & Conditions

Contract duration	Per event, within the hours specified by the Commercial & Events Manager
Hours of work	A great deal of flexibility is required from all our employees. Staff will be expected to work the agreed hours outlined by the Commercial & Events Manager. Overtime may be expected
Salary	Event Supervisors pay starts at £10.70 + £1.29 (holiday pay) = £11.99 per hour. Staff move up grades based on annual performance and appraisal results. Starting grades within the band are awarded based on experience and qualifications relevant to the job, however, nearly all new staff start on the basic rate of pay. The rate above is inclusive of any holiday pay or other fringe benefits. Overtime is paid at the same hourly rate, unless stated otherwise there are no additions for unsociable hours or weekends
Holidays	The rate of pay includes your statutory holiday entitlement which is equivalent to 12.07% of pay
Other benefits	<ul style="list-style-type: none"> • Breakfast, Lunch and/or Dinner each day depending on shift pattern • Uniform: Unless provided with specific uniform, please wear smart attire: shirts and smart trousers/ skirts, smart comfortable shoes. You are also required to wear your 'Harrow School Visitor' Badge at all times while working
Terms & Conditions	<p>This position is subject to the following checks throughout the recruitment process:</p> <ul style="list-style-type: none"> • Satisfactory explanation of all gaps in education and employment history. • A satisfactory Enhanced Disclosure and Barring Service (DBS) check if you have spent more than 90 days in the UK at one time. • If you have worked or been resident overseas in the previous three years, equivalent overseas police checks from those countries. • Verification of identity and right to work in the UK. • Verification of qualifications and professional status. • A check from the list held under Section 142 of the Education Act 2002 (Barred List Service check). • Receipt of at least two references which are satisfactory to HSEL, one of which will normally be from your most recent employer unless this employer was HSEL. Written references will be verified by telephone. References produced by candidates will not be accepted. Reference requests will ask specifically whether there is any reason that you should not be engaged in situations where you have responsibility for, or substantial access to, persons under 18. • A clear Teacher Reference Number Check (TRN) in the case that you have Qualified Teacher Status (QTS).

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, s/he must report any concerns to his/her Line Manager or the School's Child Protection Officer.

The above list is not exclusive or exhaustive and the post holder may be required to undertake other duties within their capability. All staff are required to be co-operative and flexible.

Harrow School is an equal opportunities employer.