****

**Event Runner**

**TERMS AND CONDITIONS**

**Responsible to**: Duty Manager

Front of House Manager

Head of Operations

**To work alongside:** Assistant Duty Managers

Box Office

House Keeping

Other Members of Staff working Front of House

Front of House and Bar Volunteers

**Location:** The normal place of work is Buxton Opera House, the Pavilion Arts Centre, the offices at 5 The Square, or any reasonable location dependent upon the requirements of the post, with occasional travel.

**JOB DESCRIPTION**

**Event Runner**  
**Department:**  Operations   
  
**Principal Role:**

To work as part of a team to set up and stock the outdoor Festival Bar for each performance of the Festival, Including some matinees and day time events.

**Runners must be 18+ and be able to commit to working most of the 17 nights, including weekend nights although shifts will be allocated on a rota basis and include some daytime work.**

**To be prepared to undertake training and assist in the run-up to the start of the Festival.**

To support and assist however required with the serving of the bar.

To undertake compulsory licensing legislation before the Festival starts.

**Key Responsibilities**

* To erect gazebos on the forecourt and ensure they are secured.
* To ensure the structure of the outside bar is secured.
* To carry all stock, glasses and other supplies to the Festival Bar and set up for service.
* To serve whenever required.
* To provide nothing less than an outstanding High peak Welcome to all.
* To take interval orders and prepare them accordingly.
* To serve drinks with professionalism, care and confidence
* To set up and organise sponsors’ receptions.
* To wash up glasses and tidy the bar during the performance and restock the bar as required for the interval(s).
* To wash up glasses and tidy away the Festival Bar after the last interval.
* To collapse the gazebos as necessary and put away for the next performance.
* To put all stock and glasses away tidily after the last interval.
* To support bar volunteers as necessary
* To ensure empty bottles are in the bottle bank after each performance and ensure breakages are disposed of carefully.
* To arrive punctually and smartly for all shifts
* To operate within the boundaries of best practice at all times.
* With support from the Duty Managers and Front of House Manager, you will work to maintain and improve the H&S culture at HPTT, ensuring that safety remains at the forefront of our operations.
* To carry out any duties reasonably requested from the management.

**Terms and Conditions**

**Salary:** This role is set at National Minimum Wage, with the hourly rate being no less than £7.05 + Holiday allowance. Those ages 25 and over will be paid £7.50 + Holiday allowance.

**Hours :** This is a zero-hour contract. Shifts will be largely evening based and weekend work will be required. Some daytime shifts may also be required.

**D. PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Essential –** The post- holder **must** | **Desirable –** The **ideal** post-holder will |
| Be able to evidence successful completion of educational courses | Be educated to A Level /NVQ/QCF Level 3Hold a qualification in Event Management, Facilities Management, Customer Service, Hospitality or similar discipline |
| Have experience of bar work | Have experience in working with or managing volunteers |
| Be able and willing to transfer stock around the building, which includes manual handling. | Be fully conversant with effective Manual Handling techniques.  Hold a recognised relevant Health and Safety Qualification at NVQ Level 2 (CQF/CQFW Level 2, EQF Level 3) |
|  | Be a meticulous, logical, organised planner with a high level of attention to detail, conversant with the principles of event management, incident and contingency planning, and the relevant legislative framework |
| Have experience of attending Theatres, cinemas and concert halls | Have undertaken vocational customer service, licensing and hospitality retail training; and to have experience of planning work experience, internships, and training courses.  Have demonstrable experience of devising and delivering training, and leading change in customer service and front of house procedures. |
| Be aged 18 or over | Be a personal licence holder and be eligible for enhanced Disclosure and Barring Service Clearance. |
| Be numerate and have experience of managing and recording cash takings. |  |
| Have excellent communication/liaison skills in written and oral work |  |
| Be fully conversant with using general Office IT | Be an “IT native” with an aptitude for learning new software, and for using the advanced functionality in general Office software to create administrative workflows  Have experience of working with Integrated EPOS systems. |