

# Job profile

## Events Duty Manager

<b>Department:</b>	HIRE
<b>Location:</b>	Compton Verney Art Gallery & Park
<b>Reports to:</b>	Event Sales Manager
<b>Key relationships:</b>	Events Team Catering (Externals and Fosters) Visitor Experience team Development Hirers and visitors
<b>Contract Type:</b>	Casual Ad hoc
<b>Hourly rate:</b>	£10.91 per hour
<b>Constraints: (Travel/Base/Working Patterns)</b>	Required to work some weekends and out of hours
<b>Date:</b>	June 2021

### Context: Compton Verney Art Gallery and Park

We are an award-winning gallery, based in a Grade I-listed Georgian mansion amidst 120 acres of Grade II-listed Lancelot 'Capability' Brown parkland in Warwickshire. With six permanent collections (Naples, Northern European Art 1450-1650, British Portraits, Chinese, British Folk Art & The Marx-Lambert Collection) and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity. For more information about Compton Verney, visit [www.comptonverney.org.uk](http://www.comptonverney.org.uk) **Twitter** [@ComptonVerney](https://twitter.com/ComptonVerney) / **Facebook** [/ComptonVerney](https://www.facebook.com/ComptonVerney) / **Instagram** [@Compton\\_Verney](https://www.instagram.com/Compton_Verney)

**Main Purpose of the Role:** The Events and Front of House operation at Compton Verney is an important part of the gallery offer and as an Events Duty Manager, you will play a crucial role in defining the standards we offer our visitors. Working as part of a team, you will:

- Assist the Events Sales Manager and Events Coordinator in the running of events
- Assist with the setup of the venue for events, carrying out safety checks, setting up seating and table plans and maintaining a clean front of house area
- Assist the Visitor Experience Manager in the day to day running of the gallery when required for events
- Supervise events assistants, gallery staff and volunteers
- Provide a friendly environment for visitors and guests that offers an experience they will want to repeat
- Exceed all visitor expectations with the quality of presentation, service and information

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### **Role Responsibilities:**

#### **Supervision of Staff**

- Oversee the Events Assistants
- Provide briefings for all events, front of house staff and volunteers
- Coordinate staff during events, maintain communication and updating staff on any amendments to the events plan
- Motivate and encourage colleagues to deliver high quality visitor care

#### **Weddings and Events**

- Support the Events Sales Manager with final detail client meetings, event set-up and event supervision
- Supervise staff during weddings, private views, concerts, lectures and corporate events, including indoor and outdoor activities
- Provide first aid and fire warden cover for the above
- Ensure all contracted aspects of an event are met by CV

#### **Visitor Services**

- Ensure all visitor and guest enquiries are dealt with quickly and effectively
- Provide visitors with orientation information on the galleries, visitor services and facilities on site
- Engage willingly with guests and visitors providing information and answering questions relating to the park, collection and exhibitions
- Deal with complaints and take appropriate action, referring to Visitor Experience Manager or Events Sales Manager as necessary
- Ensure that Compton Verney's presentation throughout the gallery, shop and public areas meets agreed standards at all times
- Work with the Duty Managers to ensure visitors and guests experience a safe and comfortable environment
- Ensure that colleagues appropriately meet the requirements of visitors and guests with special or additional needs
- Ensure any additional customer requests (outside contracts) are appropriately recorded and accounted for

#### **House Keeping**

- Ensure that all spaces within the gallery and public spaces are tidy and presentable at all times
- Check that all equipment in the gallery and public spaces are functioning correctly, reporting any problems through the appropriate channels

#### **Groups**

- Assist the Front of House Manager with group booking welcome and organisation
- Occasionally help to facilitate group visits

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### **Internal Events**

- Supervise staff during internal out of hours activities such as private views and fundraising events
- Provide first aid and fire warden cover for the above

### **Administration**

- Ensure the legible and correct completion of all necessary documentation including your own timesheets and other paperwork
- Assist Events Sales Manager with administration as requested

### **Security**

- Be responsible for opening and shutdown procedures of the gallery
- Take all reasonable precautions as directed to keep cash, documentation and other valuables and equipment secure
- Be vigilant concerning behaviour that might endanger the collection, personal safety or private property and refer incidents or concerns to other members of staff as necessary
- Take appropriate action in emergency situations (including first aid incidents), according to training provided by Compton Verney
- Know where the meeting points are and what your role is in the Disaster Plan
- Be responsible for the Health and Safety of self, colleagues and visitors, observing all Health and Safety regulations as set out by Compton Verney and current legislation

### **Personal Development**

- Keep up to date with relevant policy, practice and issues affecting Compton Verney.
- Implement policy in a manner which will reflect well upon Compton Verney as a caring organisation
- Acquire and maintain a good knowledge of Compton Verney and its exhibitions
- Attend training courses, workshops and regular team meetings
- Undertake one-to-one training as and when required in order to maintain Compton Verney standards of visitor welcome

### **Compliance**

#### **Equalities**

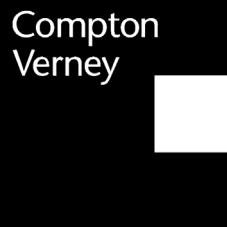
- To promote equal opportunities at all times, to plan accordingly to encourage the widest level of engagement, from the widest range of audiences, removing barriers to access and ensuring representation in public programmes.

#### **GDPR**

- Ensure that data is appropriately used and collected at all times

#### **H and S and Safeguarding**

- Ensure that all H and S and Safeguarding protocols are in place for all events and at all times, undertake risk assessments, method statements and report on any incidents in a timely and effective way to protect audiences and staff.



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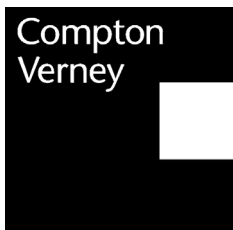
## Events Duty Manager

### **Environmental Policy**

- Ensure that the most effective production and delivery that least impacts on the environment is applied in all areas

*The Post holder may be required to undertake other duties which are compatible with the overall scope and authority of the role.*

***We are committed to developing an organisation that is representative of diverse communities and welcome applications from all sections of the community. The following groups are currently underrepresented: Disabled, Black, Asian and ethnic minority groups.***



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### Person Specification

	Essential	Desirable
<b>Qualifications and Attainments</b>		
Minimum 5 GCSE grades A-C inc. Maths and English or equivalent	*	
Further Education qualification		*
Current First Aid certificate		*
<b>Work Experience</b>		
Experience of delivering good customer service	*	
Experience of supporting events and functions	*	
Experience of staff management/supervision	*	
Previous experience of working in a museum or gallery		*
<b>Skills</b>		
Interest in and knowledge of art	*	
Good listening skills	*	
Open interpersonal style	*	
Numerate	*	
Computer literate	*	
Effective team worker	*	
Ability to remain calm in stressful situations	*	
Ability to remain focused and self-reliant during both busy and quiet times	*	
Methodical and accurate administration skills	*	
Ability to handle situations with both tact and diplomacy	*	
<b>Behaviours and characteristics</b>		
An understanding of the security issues pertaining to an art gallery	*	
Proactive attitude and a willingness to contribute within a busy team		
Willingness to undertake training when necessary	*	
Self-motivated	*	
Clear communicator	*	
Alert and vigilant	*	
Ability to prioritise and manage own workload	*	

### How to apply

Please send a completed application form to [anona.vanlawick@comptonverney.org.uk](mailto:anona.vanlawick@comptonverney.org.uk).

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### **One Compton Verney**

#### **A manifesto for an extraordinary place**

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**1**

#### **An extraordinary place**

We are One Compton Verney: more than an art gallery, a house and a park. Rather than separate elements, our exhibits, interpretation, education, activities, experiences, events, facilities, services and digital presence are deeply integrated. We deliberately blur the perceived boundaries between visual and performing arts, indoor and outdoor, architecture and landscape, science and nature, creativity and learning, digital and analogue, and visiting and participating.

**2**

#### **We connect everyone to art, nature and creativity**

Our galleries, spaces and grounds are places for contemplation, conversation, music, performance, storytelling, learning, making, gardening, play, and creative response. This fascinating and ever-changing cultural kaleidoscope is magical it envelops you and invites your engagement. This engagement promotes visitors' wellbeing, physical and mental health.

**3**

#### **We're a catalyst for ideas**

We are a platform for dialogue, debate and interaction with society: a generator of new ideas and a facilitator of how to action them. To do this, we convene artists, creatives, writers, dancers, musicians, scientists, academics and specialists with our audiences. Together, through discussion, debate, research, experiment, co-creation, dynamic encounters and unique experiences, we explore contemporary ideas, innovative solutions to pressing problems, new interpretations, multiple perspectives and challenge traditional narratives.

**4**

#### **We invite you to spend deep, meaningful time**

A visit to Compton Verney is an extraordinarily immersive experience with a profound sense of place. We want you to relax and spend deep, meaningful time in our landscape, and with our art. But we can also animate and provoke, stimulate and heighten all of your senses. We invite you to roam, explore and discover, to be yourself, lose yourself and find yourself, feel free, and maybe try something you have never done. For you and those you love, we want your visit to be joyful, playful, surprising and delighting. Your search for truth and beauty will bring food for thought and a feast for the soul. A visit to Compton Verney is a tonic: it energises, nourishes, rejuvenates and uplifts.

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**5**

### **We experiment, influence, ignite and inspire**

Everything we do is done with careful reflection, great commitment and attention to detail. Our knowledge base, expertise, reach and international standing give us the authority to innovate. We are agile and proactive, inventive and entrepreneurial and have the courage to take and manage risks, learning from every experiment. We influence arts practitioners, environmentalists and scientists, igniting and inspiring the next generation.

**6**

### **We think globally and act locally**

We take a stand and contribute to a better, kinder world. Specifically, we champion environmental sustainability, build audience diversity and equity, deliver transformative learning outcomes and commit to social responsibility in everything we do.

**7**

### **We're for everyone**

We reach out to engage the widest possible audience. We welcome you and your family to ours and invite you to join us. We support our visitors to feel safe, at ease and at home. We count on your support to sustain Compton Verney for the future. We want one visit to mean that you will carry a piece of us with you until you return.