



## **Role Profile | Events Support Assistant**

**Salary** | Minimum wage based on age

**Office Location** | Wentworth Woodhouse, Rotherham, South Yorkshire, S62 7TQ

**Hours of Work** | Flexible – must be available in peak holiday times

**Responsible To** | Events Delivery Officer/Head of Commercial

### **Role Purpose**

Wentworth Woodhouse is a Grade I listed mansion in Rotherham, South Yorkshire. The Wentworth Woodhouse Preservation Trust (the Trust) is committed to delivering high-quality, creative and enjoyable visitor experiences.

The **Events Support Assistant** plays a crucial role in ensuring the successful setup, delivery, and take-down of a variety of events and activities within the House and Gardens. This position requires strong customer service skills, adaptability, and teamwork to enhance the overall visitor experience.

### **Role Duties**

- Assist with the setup and dismantling of events and activities, including assembling gazebos, placing signage, setting up barriers, and general site preparation.
- Marshal and steward events, ensuring crowd management and visitor safety.
- Support event activities, engaging with visitors, answering inquiries, and guiding guests.
- Deliver exceptional customer service to provide a positive and memorable visitor experience.
- Follow health and safety procedures, adhering to all risk assessments and safeguarding policies.
- Act as an ambassador for the Trust, communicating its mission, ongoing projects, and vision to visitors.
- Support financial targets by promoting event offerings, admissions, and retail opportunities.
- Ensure compliance with the Trust's operational processes to minimize risks to visitors, staff, and volunteers.

## Person Specification

Please see the criteria expected of the role below. Applications should demonstrate relevant experience, skills, and enthusiasm for the role.

| Factor                     | Criteria                                                                                             | Essential or Desirable |
|----------------------------|------------------------------------------------------------------------------------------------------|------------------------|
| <b>RELEVANT EXPERIENCE</b> | Experience supporting large events.                                                                  | Essential              |
|                            | Experience in delivering events at cultural or heritage venues.                                      | Desirable              |
|                            | Experience working with and interacting with the public.                                             | Essential              |
| <b>JOB RELATED SKILLS</b>  | Strong interpersonal and communication skills.                                                       | Essential              |
|                            | Ability to work independently and as part of a team.                                                 | Essential              |
|                            | Understanding of health and safety procedures, including risk assessments and safeguarding policies. | Essential              |
| <b>PERSONAL ATTRIBUTES</b> | Confidence in engaging with the public in a professional and welcoming manner.                       | Essential              |
|                            | A flexible and positive attitude with the ability to adapt to different situations.                  | Essential              |
|                            | Ability to perform well under pressure in a fast-paced event environment.                            | Essential              |
|                            | Strong conversational skills and a friendly approach to engaging with diverse visitors.              | Essential              |
|                            | Reliability, good timekeeping, and a well-presented appearance.                                      | Essential              |
| <b>WORK CIRCUMSTANCES</b>  | Ability to work flexible hours, including evenings, weekends, school holidays, and Bank Holidays.    | Essential              |
|                            | Good level of physical fitness, as the role involves                                                 | Essential              |

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|--|-------------------------------------------------|--|
|  | manual handling and setting up event equipment. |  |
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### **Why Join Wentworth Woodhouse Preservation Trust?**

This is an exciting opportunity to contribute to the success of events at one of the UK's most historic and iconic locations. As an Events Support Assistant, you will play an active role in ensuring visitors have a seamless and enjoyable experience while supporting the preservation and promotion of Wentworth Woodhouse's heritage.