

# **Bath Forum Ltd**

**The Forum, 1a Forum Buildings, St James Parade, Bath BA1 1UG**

## **JOB DESCRIPTION**

Event Assistant

Part Time, Fixed Term Contract for 6 months from 1 February 2026 (with ability to extend)

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### **1. Working Hours (Part Time: 22.5 hours per week)**

- 22.5 hours per week, days flexible depending upon show requirements. Will include Saturday's and evenings. Occasional Bank Holiday and Sunday working may be necessary, in agreement with your Line Manager.
- Your hours will be worked out by your Line Manager and will vary from week to week
- Hours worked over your contract sit outside of this contract and will normally be paid as casual hours, as agreed with your Line Manager.

### **2. Key Tasks**

- To support the general commercial operations of Bath Forum Ltd
- To assist the Senior Event Manager in the overall delivery of events
- To work with the Senior Event Manager in the effective operations of bar provision
  - Stock levels
  - Support the Venue Manager on bar efficiency
- To support the Senior Event Manager in the filling of the casual staff rota for events
- To act as Event Duty Manager at events with responsibilities to include:
  - Briefing of Staff
  - Being point of contact for the Promoter/Tour Rep
  - Manage and resolve any customer issues and queries
  - Safely open and close event areas
  - Liaise with security, medical and cleaning contractors
  - Evacuation and emergency procedures
  - To cash up and perform reconciliations at the end of an event for Bar and Merchandise Tills
- Deliver event activity in line with venue standard operating procedures, within agreed licensing conditions and health and safety standards providing an excellent customer / client experience
- To assist in the general upkeep, tidiness and maintenance of the building with specific responsibility to be agreed but to include:
  - All bar areas
  - The Ballroom Kitchen
  - All commercial catering and bar storage areas

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- To perform the duties of a Forum keyholder as requested
- Provide excellent customer service to all users of the building, acting as the point of contact for an event on the day of a show.

### **3. Responsible To**

- Senior Event Manager

### **4. Working With**

- Forum Casual Staff
- Finance Manager and Team
- Box Office
- Forum Clients
- All organisation staff
- Members of the public and visitors

### **5. Other Tasks**

- Maintain good order of PC, word-processing and computer tasks and management
- Attend office meetings when possible
- Ensuring, with the Premises Manager and all staff that we work sustainably and strive to reduce energy consumption throughout the building
- Carry out any such tasks in keeping with the nature of the job as shall from time to time

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### PERSON SPECIFICATION

	Essential	Desirable
Education / Qualifications	GCSE Maths and English at level 4-9 / C or above <i>or equivalent</i> with ability to present information clearly	Degree in Event Management or relevant qualification  First Aid Trained
Experience	Experience of working in a venue, events business or licensed premises, managing front of house areas.  Experience of working as part of a team.  Experience of working in a role that demonstrates a high level of customer service	Experience of working as an operations or event manager within a venue preferably with a capacity of over 1,000 with duty management responsibilities
Skills and Knowledge	Ability to work proactively on own initiative  Team player  Flexible and adaptable approach  Calm under pressure - able to deal with changing requirements on the day  Ability to exercise appropriate situational judgement  Good understanding of health and safety processes and procedures  Good working knowledge of Office 365  Physically capable of fulfilling the roles and responsibilities of the post which may include standing for long periods of time  Available to work weekends, bank holidays and anti-social hours	Awareness Bath Forum's event programme  Knowledge of and interest in music