



www.kingsconferencecentre.co.uk

Job Description – Conference & Events Zero-Hours (Casual) Staff

Reporting to: Lindy Ham, Conference & Events Manager

Overall, Job Purpose

The role of the commercial staff member is to promote the success of the visitors to the Kings Conference Centre. They will need to be able to setup and breakdown conference rooms, provide hospitality and customer services through the booked events, perform manual handling tasks, and execute cleaning duties. Commercial workers hold specific responsibilities and expectations to provide efficient and effective service delivery; these are outlined below.

Working on a zero- hours agreement, you will need to be available to work flexibly this includes weekdays, weekends and some evenings

All mandatory training will be provided, covering safety procedures and company policies via our online training modules called “Smartlog”. Ongoing training opportunities are available as needed for specific tasks, this training is provided by the Commercial Management team. This includes Designated Responsible Person (18+) along with the practical training of the duties and expectations to be performed.

Responsibilities:

- **Setup and Breakdown:**
Setting up and dismantling conference rooms, including arranging furniture (tables and chairs), equipment, and signage according to event specifications.
- **Hospitality:**
Preparing and serving refreshments, such as tea, coffee, hot water, snacks, and catering to attendees and presenters. Receive and serve externally catered lunch to booked events.
- **AV Assistance:**
Assisting with the setup and operation of audio-visual equipment, such as projectors, microphones, and screens.
- **Registration and Information:**
Greeting visitors/attendees/customers, providing directions, and answering general inquiries.
- **Crowd Management:**
Assisting with crowd control during events and ensuring a safe environment for attendees.
- **Stock Management:** Ensuring adequate supplies of refreshments, stationery, and other necessary items are available. Report stock requirements to commercial management team.
- **Cash Handling:**

In some cases, casual workers may be involved in cash handling, such as operating the till in the café.

- **General Cleaning:**
Maintaining cleanliness and tidiness of conference rooms, hallways, the Café and common areas.
- **Waste Management:**
Ensuring proper disposal of waste and recycling.
- **Equipment Maintenance:**
Reporting any faults or maintenance issues with equipment to the appropriate personnel.
- **Security:**
Ensuring the venue is secure, particularly after events, and that all equipment is properly stored.

Customer Service:

- **Providing Information:** Answering questions and providing information to attendees about the conference, facilities, and local area.
- **Problem Solving:** Addressing minor issues and concerns raised by attendees.
- **Positive Attitude:** Maintaining a positive and helpful attitude towards all attendees and colleagues.

Other:

- **Following Instructions:** Following instructions from supervisors and event organizers.
- **Adhering to Safety Procedures:** Following all health and safety guidelines and procedures.
- **Flexibility:** Being flexible and adaptable to changing work demands and tasks.
- **Teamwork:** Working effectively as part of a team to ensure the smooth running of the event.
- **Conduct:** To work in accordance with King's Community Church policies and procedures

Skills

A successful applicant will:

- Have attention to detail
- Capable of shifting heavy tables and chairs up to 15kg as well as their respective aids (trolleys)
- Excellent people skills (including teamwork) and ability to work under pressure
- Proficient in written and verbal communication in English
- Strong time management & planning skills

**Please apply by sending in a CV including any relevant experiences to
HR@kingscommunitychurch.co.uk**