



**Events Staff**

**Facilities Team**

**Ipswich**



# Hello<sup>!</sup>

**We are a dedicated youth charity, empowering every young person to raise their ambitions and realise their potential.**

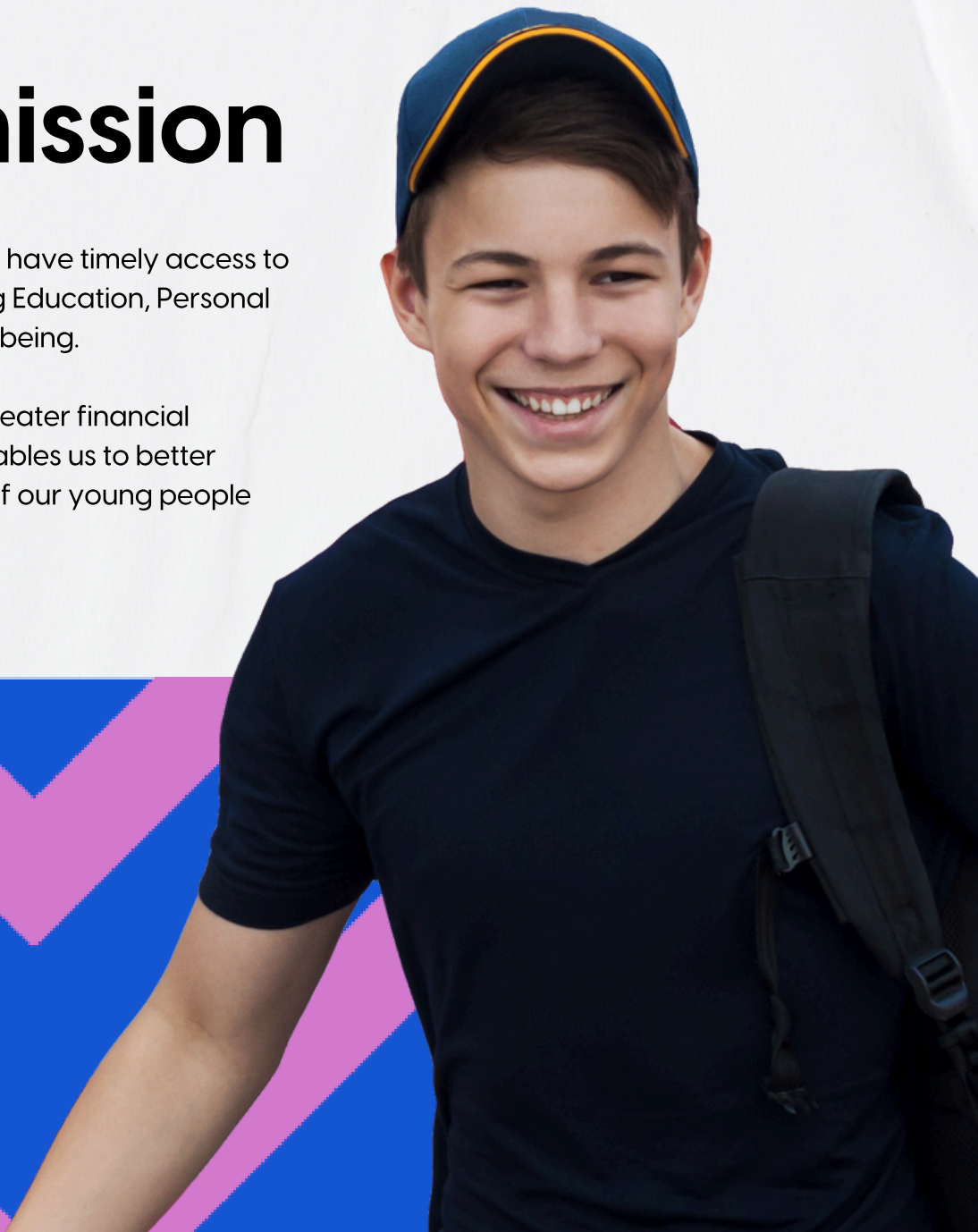
Working closely with young people, we support their personal development and wellbeing, as well as helping them overcome obstacles and progress onto professional pathways.

Every day, we work to enrich the lives of young people.

## Our mission

For all young people to have timely access to our services supporting Education, Personal Development and Wellbeing.

As a charity, to build greater financial independence that enables us to better respond to the needs of our young people and their communities.





# The role

**Title: Events Staff**

**Reports to: Multi-sites Operations Manager**

**Based at: Ipswich Site**

**Salary: £11.44 per hour (increasing to £12.21 per hour from April 2025)**

**Hours of Work: Casual Contract**

We're on the lookout for enthusiastic staff to join our Facilities Team to support with larger events. The post-holder will provide excellent customer service; event set-up and breakdown whilst maintaining cleanliness of the venue. There will also be occasional supervision required of the venue during events and ensuring the venue is securely locked at the end of shifts.

.Ready to make a difference? Apply now!

# Key responsibilities

## 1. Customer Service

Assist with meeting and greeting all visitors, customers and event attendees whilst providing excellent customer service to ensure a positive and organised experience.

## 2. Cleaning Duties

To maintain the cleanliness of public areas, restrooms and event spaces during and after events.

## 3. Event Support:

Assist with the set-up and breakdown of events and collaborate with other staff members to ensure event spaces are clean and ready for use before and after events. Oversee the building and monitor venue operations during events and act as the primary point of contact for emergencies.



# The personal profile



We're looking for someone to join our team and help drive our work with young people forwards - does this sound like you?

	Essential	Desirable
The ability to maintain good working relationships with a wide range of people	✓	
The ability to work on own initiative, with the minimum of supervision, within a busy environment and prioritise tasks based on the building's needs.	✓	
Strong attention to detail and commitment to maintaining high standards of cleanliness.	✓	
Effective time management skills, including the ability to prioritise and manage a varied workload and handle multiple tasks efficiently.	✓	
Experience with good timekeeping and working to tight deadlines.	✓	
Enhanced DBS Certificate.	✓	
Reliability and punctuality especially in relation to opening and closing the building.	✓	
Physical Stamina for performing cleaning tasks and lifting/moving furniture for event set-up.	✓	
Enthusiasm, stamina and willingness to work unsociable hours when necessary.	✓	
Basic understanding of health and safety regulations	✓	
Strong customer service skills with the ability to interact positively and professionally with event attendees and staff.	✓	
Experience in delivery of exceptional customer service in a front facing role, ideally within a sports, events or hospitality industry.		✓
Attention to detail to ensure cleanliness, security to enable venue operations to run smoothly.	✓	
Team player with flexibility and willingness to take on varied tasks and work flexibly to adapt to the dynamic needs of each event.	✓	

# The benefits

Join our fantastic Team and enjoy a range of benefits to enhance your own well-being, improve your work-life balance and most importantly make a difference to the lives of the young people we work with. Our benefits include:

- An extra day of annual leave for each year of dedicated service.
- A competitive salary that recognises your skills and dedication.
- Free spaces for your dependents at our holiday clubs, providing peace of mind for working parents.
- Free car parking at our centres for easy access to the workplace.
- And, maybe most importantly, you'll be making a real difference every day!

## How to apply



**Deadline: 0900 hrs on Monday, 2nd December 2024**

**Interviews: Monday, 9th December 2024**

If you have the right skills and experience for this role then please apply by forwarding an up-to-date CV to Danielle Wright, Multi-sites Operations Manager at [daniellew@inspirecharityuk.org](mailto:daniellew@inspirecharityuk.org)

We review every application carefully and, if we consider your profile a good match, we will contact you to invite you to take part in the interview process. The first part of the interview process will be a telephone interview and the second part of the process will be in the form of a formal interview.

Shortlisting and interviews will take place while the advertisement is live, which may mean the position is closed early if suitable candidates are found.

[info@inspiresuffolk.org.uk](mailto:info@inspiresuffolk.org.uk)  
0330 055 0033

