

## Part Time Hospitality & Events Assistant

Start date: Immediate

Hours of work: Part-time 16 hrs per week

Terms of contract: Permanent

Salary: Depending on experience

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The Riverside Centre is a thriving community venue located next to Newport Harbour in the centre of the Isle of Wight. Home to *Community Action Isle of Wight*, it has long been a place of integration in both ethos and practice and is used by a diverse group of people and organisations.

We are currently looking for someone with previous experience in a similar role to join our small team, helping us to deliver excellent customer service to our customers, visitors and service users.

This is a varied role that will suit a confident individual with good people skills. On a daily basis your duties may include:

Prepare and present rooms as per customer booking forms, following requests and instructions for room layout, refreshments and equipment required. Ensure rooms are clean, orderly and ready in a timely manner in advance of each incoming booking.

Prepare and serve refreshments and maintain clean, well-stocked facilities. Serve and pour beers, wines and spirits from the bar, serve hot and cold snacks, take card and cash payment, restock fridges, clear tables and keep the area tidy during events.

Assist in serving and clearing lunches and buffets, maintaining a clean and tidy display, topping-up and replenishing plates and napkins, emptying bins and clearing tables.

Ensure the building is presented at its best at all times; tidying reception area, litter picking, topping up and tidying washrooms, emptying bins and cleaning where necessary between bookings.

Assist customers with digital technology; setting up laptops, projectors, PA and sound equipment.

Meet and greet incoming visitors, covering reception at events and during busy times. Answer incoming phones calls, transfer and take messages. Assist guests and visitors with directions, parking payments, refreshments and information.

This is a part time role for 16 hours a week, which will be split over 3 or 4 days depending on the spread of bookings, and will include early starts (7am), evenings (often beyond midnight) and weekends (mostly Saturdays, sometimes Sundays). Overtime is also available from time to time.

Being a key holder, opening and closing the building and acting as duty holder are key requirements of the role. You will be required to undertake fire safety awareness training, and first aid training.

The ideal candidate will have excellent people skills and be confident dealing with the general public in a variety of situations. You will be a good team player and equally confident working alone and taking the initiative. The emphasis in this role is the right person fit rather than experience, as full training will be given.

Please email a CV with a short introduction to; [cbachelor@theriversidecentre.org.uk](mailto:cbachelor@theriversidecentre.org.uk)