

# **WEDDINGS & VENUE HIRE ASSISTANT RECRUITMENT PACK**



**APPLY BY:**  
**30 November 2024**



# ABOUT US

A year-round visitor attraction in the heart of Bedfordshire, Old Warden aerodrome is one of the only remaining grass airfields in the country. The visitor attraction is made up of the Collection, Swiss Garden, Shuttleworth House, and extensive surrounding Parkland. It also boasts an on-site café and inclusive play area for younger visitors.

As well as daily visitation, Shuttleworth offers regular events including a summer air show season that welcomes around 29,000 visitors, family and commercial events, private hire opportunities and weddings.

As an educational charity, we are proud to offer a range of learning opportunities to schools and colleges. Our engineering apprenticeship programme has led to many of our in-house engineering team having worked with us for many years.

## The Collection

Honouring the legacy of our patron, Richard Ormonde Shuttleworth, The Shuttleworth Collection is a treasure trove of airworthy vintage aircraft from 1909-1950, agricultural and steam exhibits, veteran vehicles, classic motorcycles, bicycles, carriages, and buses.

## Swiss Garden

Beautifully restored, this RHS partner garden is a unique example of a Regency Garden in the 'Alpine' style.

## Shuttleworth House

Shuttleworth House hosts a range of events throughout the year, as well as being a hugely popular wedding venue. There are various spaces available for corporate bookings and away-days.

## Parkland

The Shuttleworth site includes stunning lakes and parkland which can be hired for events and is open to various public walking routes.



The Shuttleworth Trust – registered charity: 307534 – was set up to honour the life and legacy of Richard Ormonde Shuttleworth, a keen aviator, racing driver and horse racer, who was tragically killed in 1940 during a night training exercise for the RAF.



# WEDDINGS & VENUE HIRE ASSISTANT

We are looking for a Wedding & Venue Hire Assistant to form an integral part of the Operational Team based at Shuttleworth House. This role is very hands on and requires movement of heavy equipment, working from height and across five different floors within a Grade II\* listed building.

Core duties and responsibilities:

Operational Support:

- Setting up, delivering, and breaking down weddings and events within Shuttleworth House and surrounding Parkland.

General Support:

- Maintaining positive relationships with caterers, guests and clients and other stakeholders within the department and wider Trust and supporting the management team in carrying out set procedures and processes in an accurate and timely manner
- Ensure quality and standards of venue operation including food and drinks service, cleanliness, stock control and venue hire setup are at the highest level at all times

Planning and Operational:

- To assist with the planning and management of the venue turn rounds between events
- To support the management team with new and relevant projects within the department
- Provide any additional support as required to the team
- To protect Shuttleworth assets by minimising and reporting damages where required
- Ensuring that our venues are kept in a prestigious and presentable state at all times
- To prepare and deliver bar and conference service as required for any given events

Financial:

- To handle cash and card payments where applicable
- Proficient operation of the EPOS system
- To assist in the control of stock levels and expenditure in line with set budgets

Administration:

- Maintain the health and safety records, ensure relevant cleaning diaries are completed
- Maintain department policies and procedures, and ensure all records are up to date

Customer Service:

- Ensure provision of high quality and efficient service to customers
- Support with complaints and feedback as required
- To be a key contact where required to clients, stakeholders and guests

Relationships:

- To build and maintain collaborative relationships with internal and external teams and clients
- To positively represent the Shuttleworth Trust with stakeholders and customers
- Dealing with conflict in a positive and professional manner

Policies and Procedures:

- Comply with Health and Safety legislation, to include COSHH
- Comply with GDPR legislation
- Adhere to organisational policies and procedures

Personal Responsibilities:

- Demonstrate personal integrity in all day to day interactions with colleagues and customers, working as a positive influence and role model
- Maintain professional levels of confidentiality commensurate with the role
- Build and maintain the team's standards through leading by example



# CANDIDATE SPECIFICATION

Please note this is an entry level position and so no prior event management experience is required.

## Qualifications:

- Strong background in hospitality
- Excellent guest service skills
- Experience in event management (desirable, not essential)
- Ability to work well under pressure
- Strong organizational skills
- Certification in hospitality management a plus

## Shuttleworth Principles:

The following principles form the basis of our working ethos at Shuttleworth and in your role you are required to engage and promote these yourself and within your team.

- Treat each other with kindness and respect
- Make everyone welcome
- Learn from our mistakes when things go wrong and bounce back
- Equip and support our teams with modern day business skills
- Embrace commercial success in a way that respects our traditions
- Educate by telling stories and providing experiences
- Preserve our unique heritage and keep it in working order





# TERMS & CONDITIONS

Job Title:	Weddings & Venue Hire Assistant (Operations)
Reports to:	Operations Manager, Weddings & Venue Hire Manager & Assistant Manager
Salary:	from £25,000 per year
Job Type:	Permanent, full time
Benefits:	<ul style="list-style-type: none"><li>• Discounted or free food</li><li>• Employee discount</li><li>• On-site parking</li></ul>
Schedule:	Weekend availability
Licence/Certification:	<ul style="list-style-type: none"><li>• Personal license (preferred)</li><li>• Driving license (preferred)</li></ul>
Work Location:	In person
Application Deadline:	30 November 2024
Expected Start Date:	2 December 2024

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the Trust reserves the right to make reasonable changes after consultation.





# HOW TO APPLY

To apply for this role, please submit your CV and a covering letter outlining your suitability for the role to [rhys.horan@shuttleworth.org](mailto:rhys.horan@shuttleworth.org)

We look forward to hearing from you.

