

Event Assistant – CSM Shows

Job Description

At Central Saint Martins (CSM) we believe that the diversity of our staff and student community is fundamental to creative thinking and innovation in the arts. We are committed to creating diverse and inclusive environments where we can express ourselves freely. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

This role within the core Events team at CSM, supports a busy event programme over the summer term, featuring lectures, exhibitions, private views, performances and more. We welcome thousands of external guests a throughout the season alongside running the student bar and reception. There is never a quiet day at CSM, especially May through to July!

When on duty during any graduate related event, you will be responsible at any given time for:

- Welcoming, engaging, and directing guests into the College.
- Pointing out specific rooms and areas on the Showcase map to members of the public and then providing directions to that space.
- Familiarising yourself with the running order of the day, including pop up events and performances so you can share your knowledge with attendees.
- Maintaining a positive friendly attitude to all guests, team members, staff and students.
- Noticing suspicious or inappropriate behaviour and reporting to the Duty Manager or a security guard either in person or over the radio.
- Communicating effectively with your colleagues on the day and returning to your position promptly after your break.
- Providing relevant information on the events taking place within the main show.
- Assisting guests with access needs.
- Directing guests to relevant facilities which you will have familiarised yourself with ahead of time.
- Ensuring all access routes to and from the venue are kept clear and report anything impeding flow of people to the Duty Manager
- Directing and supporting guests in the event of an evacuation in coordination with the Duty Manager
- Supporting other members of the team with processes and procedures under the direction of the Duty Manager
- If working in a performance space, usher in latecomers in a discrete manner to avoid disturbing the running of events
- Serving drinks to guests
- Checking IDs for anyone who appears under the age of 25 years of age
- Collecting and washing glasses

- The dress code is monochrome (black and/or white) and formal such as black shirt, trousers, and smart comfortable shoes. It might get quite warm, so light, cool layers and a bottle of water are essential.

Training:

- Full training will be provided in the form of a 1-hour briefing at the start of your first shift (paid).

Personal Specification

We are looking for a diverse group that can reflect and support the dynamic international array of staff, students, and the public. The summer is our most important event period culminating in our flagship graduate showcase, *CSM Shows*. Therefore, it is extremely important that our team represents the college, and the wider university in an exceptional manner. Therefore, you should be well presented, enthusiastic, friendly and able to communicate clearly and effectively as part of a team.

RAMS:

Event staff to be briefed by Duty Manager on any hazards or explicit content