

COPELAND PARK

Job Description

Job title	Duty Supervisor
Reporting to	Venues Manager & Facilities Manager
Start Date	Shifts available from February 2024
Contracted Time	0 hour contract
Pay and benefits	£14 per hour Holiday entitlement is 30 days including all bank holidays (pro-rata for the hours worked) and, upon successful completion of a probationary period, will be entitled to company sick leave entitlement.

Overview	<p>Copeland Park sits at the heart of Peckham's cultural quarter and offers a home to a variety of versatile, mixed use venues available for short-term dry hire. We have hired out our spaces to a wide array of creative events from major brands including Netflix, Nike and Dr Martens, to exhibitions, workshops and markets who transformed Copeland Gallery, Unit 08 and Copeland Square.</p> <p>The Duty Supervisor acts as onsite support and is the first point of contact on site during short term client events, at Copeland Park. The DS will act as the Copeland Park representative, overseeing client activities, ensuring that bookings run smoothly, resolving any issues as necessary or escalating any issues to site management if needed.</p>
Role	<p>A part time position with varying shifts, generally around 6-8 hours (minimum of 3 hour call out) Frequency of shifts will be based on the demands of the business. Shifts will largely be available at weekends. Job is based at Copeland Park, Peckham.</p>
Key Responsibilities	<p>Duty Supervisor (DS) responsibilities include:</p> <ul style="list-style-type: none">● Briefing: be well versed in, and carry out all duties outlined in the event brief. An event brief document will be available at the beginning of the shift and time will be provided to review. For some larger events, a paid half hour briefing call or meeting may be required ahead of the event day.● Customer Service: welcome venue clients and oversee check-in, if relevant. Be on hand to assist clients with any enquiries throughout the event.● Suppliers and site contacts: act as the point of contact for any suppliers that Copeland Park management have booked as part of event site management, such as security or

	<p>cleaners. Be on hand to assist with any enquiries throughout the event.</p> <ul style="list-style-type: none"> ● Facilities: have basic knowledge of the venue's facilities. Troubleshoot any issues that arise. Contact relevant CP management or emergency contractors to address any problems, if needed. ● Event Operational Support: ensure that the client/security is enforcing venue house rules and procedures in relation to noise level limits and venue's premise licence. Monitor event booking schedules, ensuring that the client is aligning to the agreed start and end times. Communicate any necessary adjustments to relevant parties. ● Safety: vehicle marshalling on busy event days. For smaller events, assist with site queue management. For larger events, ensure that client/security are implementing planned queue systems and agreed crowd egress process as outlined in event brief. ● Issue Management: in conjunction with client, gate hut staff, and security, address any issues that arise during the event promptly and professionally. Be familiar with correct lines of communication, and escalate issues to relevant managers if needed. ● Ad-Hoc: Perform other related duties as assigned by management
Who will you be working with	Directors, Venues Manager, Facilities Manager, Front of House, Copeland Park Event Clients
Education & Experience	<ul style="list-style-type: none"> ● Client facing experience ● Event operations related experience
Personal Specification & Key Skills	<ul style="list-style-type: none"> ● Enthusiasm for getting stuck in on live event days ● Good use of initiative, forthcoming with ideas and improvements ● Excellent public facing and communication skills. ● Strong organisational skills ● Excellent multi-tasking skills ● Flexibility in working hours - occasional short notice given in case of staff illness.
Additional Useful Skills	<ul style="list-style-type: none"> ● Experience with arts, music, events and culture venues ● Knowledge of the local area ● First aid training
How to Apply	<p>Please submit the following to info@copelandpark.com:-</p> <ul style="list-style-type: none"> ● Covering letter (1 page) ● CV