



NOTTINGHAM TRENT STUDENTS' UNION

## JOB DESCRIPTION

<b>Job title</b>	Events Team Leader
<b>Salary</b>	£12.51
<b>Department</b>	Commercial
<b>Working pattern (hours/weeks etc)</b>	Zero Hour
<b>Responsible to</b>	Events Supervisor
<b>Supervisory responsibility</b>	Events Assistants
<b>Job purpose</b>	To support the operational activities of the Trent Events team whilst providing excellent customer service.

### Main duties and responsibilities

1	Lead the team of Events Assistants on an event; resolving issues regarding ticketing, assisting with queue management and customer queries, problem solving any issues with event equipment, ensuring staff breaks are given.
2	Assist with training sessions for new starters.
3	Assist with the operation of our diverse events program - managing ticket scanning, on the door sales and guest list entry
4	Delivering exceptional levels of customer service upon entry and throughout the duration of the event
5	Provide an effective and secure cloakroom service to ensure the safe storage and reissuing of customer property, staying until the end of the night and locking leftover lost property away at the Welcome Desk.
6	Assist with the promotion of our events programme through effective distribution and maintenance of print materials (flyers, poster, etc) across Students' Union venues, University campuses and halls of residence.
7	Assist with other areas of event set-up, operation and clean up as required.
8	Keep a good working knowledge of Trent Events - NTSU's events brand, as well as a sound basic knowledge of other services offered by the Students' Union.
9	Work regular weekends and late nights and be available to work at all three 'Last Day of Term' events (LDOT).

10	Represent the Trent Events brand by maintaining professional standards of uniform set by NTSU.
11	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.

## **Secondary and other duties**

1	Assist with relevant administrative duties supporting the Entertainments department as required.
2	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.

## **Conduct and Attitude**

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

## **Standards**

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

## **Miscellaneous**

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

## EMPLOYEE SPECIFICATION

<b>Job title</b>	Events Team Leader
<b>Department</b>	Commercial
<b>Responsible to</b>	Events Supervisor

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experience	Experience working both in a team and alone to achieve a goal.	Experience leading a small team.
	Experience working in an Entertainments or Events environment	Cash/Till handling experience
	Experience working in a customer service environment	Experience working in a promotional role
		Familiarity with sustainable office practices.
Skills	Conscientious and hard working	
	Trustworthy, reliable, flexible	
	Ability to use own initiative and work with minimum supervision.	
	Friendly and approachable nature with a positive attitude	
	Excellent customer service skills	
	Strong leadership skills	
	Good social skills	
	Ability to mix with a wide range of people from diverse backgrounds	

Knowledge	Good time management	Good knowledge of events and services run by the Students' Union
	Good numeracy skills	Understands what can be recycled on campus, and how to recycle it properly.