



The Green Estate Community Interest Company

Wedding and Venue Assistant



April 2024

Job Information Pack



WELCOME TO THE GREEN ESTATE CIC

Welcome to The Green Estate Community Interest Company. Humanity faces unprecedented social, economic and environmental uncertainty and there are communities with less power, resources and choice to adapt and respond to these challenges.

Over 20 years, The Green Estate has been working hard to grow engaging, adaptive and resilient urban places. We have unlocked the potential of physical and social assets and developed beautiful and sustainable landscapes for the benefit of our local community and beyond. We have worked hard with our partners to develop innovative products and services including our radiant and resilient Pictorial Meadows Seed Mixes and Turf sold across the UK and EU.

Our landscape and facilities are stunning, our team and board are talented, skilled and dedicated and we have fantastic partnerships and wide reaching networks. With the royal seal of approval through the prestigious King's Award for Enterprise in Sustainable Development we are poised and ready to take a bold leap of faith and grow our impact, influence and income.

The Green Estate Community Interest Company



About the Green Estate

The Green Estate is a community interest company with a mission of growing engaging, adaptive, and resilient urban places. It was originally set up in the late 90's as a heritage and environment project to regenerate urban parkland that had become wasteland. It now employs circa 70 people, has 40+ volunteers, manages 42 hectares of parkland, hosts 20 onsite community enterprises and has a £3m+ turnover delivering a range of products and services from hosting weddings in Sheffield to premium Pictorial Meadow turf in Holland.

The Green Estate Strategy on a Page



The Team

Our team is dedicated and competent with a diverse set of skills and backgrounds. People join the team because they want to become part of The Green Estate community and make a positive impact on the world. We are social and we are entrepreneurial.

We have three directorates:

Thriving Organisation: Providing core services, e.g. Finance, Marketing, Risk Management, Caretaking, Administration, Cleaning, HR and Customer Experience

Place Stewardship: Stewarding our place and assets including parks and green open spaces management, provision of a heritage and environmental visitor experience, development of growing communities and delivery of events, hospitality, weddings and corporate experiences.

Commercial Landscape: Developing and delivering innovative resilience landscaping services and products including 'Pictorial Meadow' seeds and turf, specialist soils, green waste recycling and meadows and resilience consultancy (green roofs, sustainable drainage systems, rain gardens etc).

and a future looking programme:

Urban Green Futures: Developing our physical and digital space and network as a centre of excellence for building adaptive and resilient urban places, businesses and communities.



The Job

JOB TITLE: Wedding and Venue Assistant
(1 year fixed term with potential to be permanent)

RESPONSIBLE TO: Wedding and Hospitality Coordinator

RESPONSIBLE FOR: Bar and Events Staff

OVERALL PURPOSE OF JOB:

As part of our outstanding hospitality team, you will support and run weddings and venue hire, helping ensure our couples and clients have a fantastic experience. You will be a key part of delivering across all our audiences, whether fun and exciting weddings or professional, corporate events as well as supporting with show rounds, marketing and administration. With a love of working with people, an eye for detail and confident manner you'll be a crucial member of our events team.



MAIN RESPONSIBILITIES

- Lead on the delivery of all aspects of weddings and venue hire on site, including ceremonies, evening receptions, show rounds, bookings, and room set-up.
 - Supervise zero-hour support staff members during ceremonies and bar staff at evening receptions. Supporting with bar delivery when needed.
 - Conduct wedding and venue hire viewings, showing couples and clients around our venues.
 - Support with administration, raise invoices, respond to visitor and customer enquiries in a professional, timely and confident manner, providing accurate information about our venues, prices, quotations, terms and conditions and booking options available
 - Supporting hospitality communications through the creation of content for social media and physical marketing materials.
 - Meet and greet clients and customers ensuring that they are provided with all on-the-day support service as booked, including appropriate guidance and information, AV equipment, refreshments, and room set-up
 - Assist in the management of all our venues used for public-facing activity, maintain the standard of presentation required, troubleshoot, and report any issues to ensure the site and venues are at their best for each event
 - Follow secure practices and procedures for the management of cash handling, banking, and stock taking and report regularly to the Wedding & Hospitality Coordinator
 - Order, receive and check deliveries of all refreshments, bar stock and merchandise for Visitor Services and store/secure, undertake stock rotations and deal with out-of-date stock appropriately
 - Act as emergency contact on each event day, including acting as first aider.
 - Ensure that all work is undertaken in accordance with company policies, practices, and procedures
 - Undertake any other duties, as requested by your line manager, commensurate with the level of responsibility of the job and the aims of Green Estate CIC
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PERSON SPECIFICATION

ESSENTIAL

- Considerable experience of providing excellent customer service in a public facing role.
- Ability to recognise the different needs of our diverse audiences and adapt approach accordingly.
- Ability to recognise the different communication needs of our clients and adapt your communication style appropriately. The role includes communicating by email, telephone, and face to face communications.
- A meticulous attention to detail, particularly when managing bookings.
- Excellent organisational and time management skills, particularly for ensuring we are prepared for our clients to arrive and that their event runs to the schedule.
- A personable, approachable, professional, and confident manner, particularly in delivering public events.
- Ability to use initiative and work proactively to problem solve in the moment.
- Ability to meet the physical demands of room set-up and dealing with deliveries.
- Available to work evening shifts (until 01:30am approximately) on Fridays and Saturdays.
- Available to work the majority of Saturdays.

DESIRABLE

- Experience of venue hire, wedding delivery or bar work.
- Experience of supervising staff.
- Knowledge of the responsibilities of the appointed person for wedding ceremonies.
- Experience of dealing with suppliers, orders, and deliveries.
- Experience of using IT/AV hardware such as projectors and Pas.

VALUES AND BEHAVIOURS

All staff, regardless of their role, are expected to contribute to making Green Estate a truly great place to work by adhering to our values and helping to fulfil our vision, mission, and purpose.

JOB SPECIFICATION

SALARY: Payable salary £22,308 - £23,100 per annum.

PENSION: We offer entry to the company's stakeholder pension scheme in line with auto-enrolment.

WORKING HOURS: The working hours for this post are 37.5 hours per week. This will be on a rota basis from Tuesday – Sunday and will include a variety of different shifts. You must be able to work in the evenings up until 1:30 and the majority of Saturdays as this is a popular day for our wedding bookings. Overtime and Time Off In lieu are available.

LOCATION: The post is based at The Green Estate site, Manor Lane, Sheffield, S2 but can require travel across the UK.

PROBATIONARY PERIOD: All new employees are required to undertake a period of probation for 6 months, in which they are expected to establish their suitability for the post

ANNUAL LEAVE: The equivalent of 31 days per annum pro rata (this includes all bank holidays)

DBS DISCLOSURE: Not required for this role.

EQUAL OPPORTUNITIES: The Green Estate CIC is an equal opportunities employer and selection of applicants is based on merit. Our company policy document is available on demand.

ADDITIONAL BENEFITS IN WORKING FOR THE GREEN ESTATE CIC

The Green Estate CIC provides a beautiful location, free car parking, company sick pay and annual social events. For Hospitality staff there is a uniform allowance and free taxi home at the end of evening shifts.

The Green Estate Community Interest Company

Company number **04801730**

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Websites: www.greenestate.org www.pictorialmeadows.co.uk

Social Media: [Twitter](#) [Instagram](#) [Linkedin](#)
