A black and white logo

Description automatically generated

JOB DESCRIPTION

& CANDIDATE PROFILE

JOB TITLE: **Events Assistant**

DEPARTMENT: Events

LOCATION: The Piece Hall, Halifax

SALARY SCALE: £25,000

HOURS: 37.5 hours per week (including evenings and weekends)

HOLIDAYS: 28 days inclusive of bank holidays

CONTRACT: Permanent

REPORTS TO: The Piece Hall Event Director

DATE: Jan 2025

**Introduction to The Piece Hall**

A Grade I listed building The Piece Hall in Halifax is a unique architectural and cultural wonder. It originally opened in 1779 for the trading of ‘pieces’ of cloth produced on handlooms as part of Yorkshire’s famous cottage industry and is the only remaining Georgian cloth hall in the world.

Now an award-winning contemporary leisure, retail, cultural and heritage destination, The Piece Hall has been run by The Piece Hall Charitable Trust it re-opened on 1 August 2017.

The 66,000sq ft open air courtyard, which is on a par with the great piazzas of Europe, is now home to a treasure trove of high-quality independent shops, unique restaurants, bars and welcomes world class arts and culture.

It hosts a year-round programme of events including large-scale music and sporting activities and food and drink festivals and welcomes more than 2.5million visitors each year.

In 2023 its flagship Live at The Piece Hall summer season in partnership with Cuffe and Taylor saw 125,000 people watch gigs by global music stars including Sting, boygenius, Limp Bizkit, Queens Of The Stoneage and The Jacksons.

For more information about The Piece Hall please visit [thepiecehall.co.uk](http://www.thepiecehall.co.uk/)

**PURPOSE OF THE JOB**

Reporting to and working with The Piece Hall Event Director, the role will be key in supporting the development and delivery of The Piece Hall’s programme of events and other areas of the business as required.

The post holder will have hands-on responsibilities throughout all stages of events projects at The Piece Hall. This includes the development of new ideas and projects, attending crucial planning meetings, minute taking, building relationships with the community and industry professionals, supporting The Piece Hall Event Director with administration duties, liaising with key partners and external companies, assisting with the operational delivery of event projects, and participating in project evaluations.

The Events Team will work in collaboration with the Programming Team, Operations Team, Visitor Experience Team, and Marketing and Communications Team to successfully plan and deliver a diverse range of events at The Piece Hall with the aim of maintaining our status as a World Class Visitor Destination. The Events Calendar will consist of a series of event seasons running across the span of the year, in which The Piece Hall offers a varied programme of free and ticketed events.

The post holder will be the main point of contact for initial event enquiries and may provide assistance in the facilitating of commercial events, alongside the Food & Beverage Team.

Events are run across evenings, weekends and seasonal holidays and the post holder will be required to work outside of normal working hours to meet the needs of the business.

**KEY DELIVERABLES/ACCOUNTABILITIES**

**Project Co-ordination**

* Support The Piece Hall Even Director in the planning, delivery and evaluation of all event projects at The Piece Hall.
* Complete the necessary project administration for a variety of events – including compiling contracts, inputting data into spreadsheets, ensuring the necessary documentation and accreditations are in place for events, communicating with key partners and external contractors, and creating extensive planning documents.
* Have an understanding of Event Safety Management Plans and contribute to their development.
* Answering any queries or complaints from external contractors in a timely and professional manner.
* Provide clear communication and instructions for external contractors, vendors and other key partners by being the main point of contact to ensure the smooth delivery of events.
* Attend crucial development and planning meetings either with or on behalf of The Piece Hall Event Director, take accurate minutes, and share notes where necessary.
* Research project requests and contact suppliers for specific event needs.
* Processing invoices for the Finance Team.
* Build professional relationships and networks across the local community and the wider country to further enhance event projects at The Piece Hall.

**Event Production**

* Support with the operational delivery of event projects at The Piece Hall.
* Be responsible for creating rotas for external contractors, ensuring the correct training has been put in place for external members of staff, and the associated administration has been undertaken.
* Be the first point of contact and liaison for Queue Busters, Security, Medical and Production Crew.
* Provide support for the Box Office during sales – including answering customer enquiries, redirecting customers where necessary, handling complaints in a professional manner, escalating situations to your manager where necessary.
* Have an excellent awareness of the audience experience and continually look for ways to improve this for future event projects.
* Have a thorough knowledge of the Evacuation Procedures.
* Have the confidence and ability to adapt to unforeseen circumstances, think on your feet to solve problems, and remain professional in high-pressure situations.
* Undertaking Health & Safety obligations as and where required.
* Raise any safeguarding concerns immediately to your line manager or appropriate members of senior management.

**FURTHER DETAILS**

**Working Relationships & Contacts:**

* The Piece Hall Event Director
* Production, Technical, site crew and other relevant crew
* Operations Director
* Visitor Experience Team
* Academy & Programming Director
* Programme & Events Assistant
* Event Security provider
* Event Medical provider
* The Piece Hall Trust staff team and volunteers
* Artists, companies and promoters
* External commercial partners and suppliers
* Local and regional partner organisations
* Neighbouring business partners

**CANDIDATE PROFILE**

**Experience:**

***Essential***

* Proven experience of successfully working on all stages of event projects.
* Proven experience of being involved in the delivery of events of varying scale especially in an outdoor setting.
* Demonstrable experience of project coordination, planning, administration, completing effective systems and processes.
* Experience of working in projects in a range of different event formats, including but not limited to music, performance, theatre, film, markets, exhibitions, press launches and community events.
* Practical experience of supporting event projects of varying scale with small and large-scale audiences
* Ability to work on multiple projects and tasks simultaneously with an accurate attention to detail.
* Ability to be efficient and manage time-keeping
* Track record of audience focused experience and working with production teams
* Ability to build strong relationships with colleagues
* Friendly and enthusiastic approach
* Proven experience of working to excellent standards
* Have the confidence to make decisions in the moment and facilitate the delivery of those decisions
* Excellent communications skills

***Desirable***

* Experience working within a similar heritage site or a busy events venue
* An enthusiasm to learn and develop skills across events projects, taking on more responsibility.

**Other Skills, Knowledge and Qualifications:**

***Essential***

* A demonstrable enthusiasm for The Piece Hall and the huge potential of the venue and area, and the ability to help shape and realise the Trust’s vision
* A passion for arts, heritage and culture
* Excellent communication skills and attention to detail, both written, and face to face
* The ability to build strong relationships
* Evident ability to work in a team and perform in a collaborative way
* Evidence of being a positive problem-solver
* Ability to think on your feet and be calm under pressure in a fast-moving environment
* Practical and physically active as working outside across a large site

***Desirable***

* Events/Project Management training
* An understanding of the outdoor events sector and creative industries
* First Aid certification
* Relevant H&S qualifications
* Safeguarding experience
* Event Management Degree or similar

N.B. The Piece Hall Trust expects all staff and volunteers to maintain and demonstrate a very positive and supportive attitude to the organisation and to all colleagues at all times, and we consider this to be the key “behaviour” that is applied to all other requirements of all posts.

Please note:

* This job description is not exhaustive, and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis
* This role is subject to a basic criminal record check