



PALM HOUSE
S E F T O N P A R K

Recruitment pack – Events Supervisor

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Palm House Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable.

These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place". Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for skills development
- Support pride in place
- Include and be representative of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any

other information about the role then please don't hesitate to contact rebecca.woodham@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,

Kate Johnson

Events Supervisor

Job Role:	Events Supervisor
Reports to:	Head of Operations
Salary:	£13.44 per hour (rising to £14.11 per hour from 1 April 25) £26,208 FTE rising to £27,515 from 1 April 25
Working hours:	20 hours a week (excluding breaks) *
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	14 th March 2025
Interview date:	w/c 17 th March 25 (with a start date for April 25)

We are looking for applications for regular weekend & evening shifts but maybe required to work weekdays or daytime depending on our events programme.

JOB DESCRIPTION

The Events Supervisor is an important role and key member of the Sefton Park Palm House (SPPH) team.

The role delivers a large range of events including weddings, music performances, concerts, corporate dinners and private events. It also supports the delivery of community events.

The postholder will report into the Head of Operations, to ensure that events at the Palm House run smoothly. This role also includes holding Duty Manager Responsibilities.

Operational

- Supporting the Head of Operations and other senior colleagues with successful event set up and delivery ensuring an excellent client / visitor experience.

- Supervise events staff including food and beverage assistants, porters and agency staff at all commercial & community activities.
 - Liaise with clients, the licensed caterer and security teams to ensure the successful delivery of evening events in particular
 - Manage and liaise with outside contractors, registrars and sponsors where necessary to support and deliver each event activity.
 - Act as sole event manager for the delivery of some events (depending on the nature of the events and their complexity)
 - Act as the premises licence holder at events.
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- Monitor all operational areas for safety, cleanliness, and appearance prior, during and after each event
 - Undertake manual handling of furniture and other items as part of event set up.
 - Undertake Duty Manager responsibilities which including undertaking opening and closing procedures and checklists, acting as Lead Fire Marshall, and cashing up.

Health & Safety

- Complete First Aid, Fire Marshal, Personal Licence and other mandatory training.
- Ensure the adherence to Health and Safety best practice including following risk assessments and method statements.
- Monitor the working practices of third-party suppliers and other parties to ensure that Palm House policies and procedures are being followed.
- Monitor & record sound levels at events ensuring they do not exceed the agreed limits
- Check for cleanliness, good housekeeping and safe working practices.

HR

- Inspiring and motivating the event, cleaning and F&B teams to ensure that excellent customer service and high standards are always delivered.
- Delivering consistent and clear methods of communication across the teams to ensure all relevant policies and procedures are well understood.

Finance

- Cashing up, investigating (and escalating where necessary) any material discrepancies.

- Supporting the Head of Operations to manage the income and expenditure relating to food and beverage and / or events.
- Following financial processes including raising purchase orders.

Social Impact

- Supporting the Head of Operations to grow the social impact generated by SPPH ensuring that our space is welcoming to and caters for our diverse, local communities.
- Supporting the Head of Operations to embrace our strategic long-term outcomes

PERSON SPECIFICATION

Experience

- Demonstrable events delivery experience across a range of event types
- Experience of working in a fast-paced hospitality environment
- Experience of supervision and direction of delivery teams

Knowledge and Skills

- Work well within a small team under pressure
- Able to use initiative and work independently
- Strong and effective communication skills
- Able to manage difficult and challenging situations, with the ability to resolve conflict
- Understanding of customer standards
- The ability to deliver a high-quality service consistently with an excellent eye for detail.
- Prioritise workloads in a fast-paced environment
- Manage time and differing workloads effectively
- Multitask and manage several suppliers on site at a time
- Commitment to delivering excellent customer service, a passionate team leader who understands the importance of teamwork and collaboration.
- Availability to work weekends and evenings to suit the needs of the business.
- Strong IT skills and experience using EPOS systems

Desirable

(Although training will be given)

- First Aid at Work qualification.
- Manual handling qualification
- Food hygiene qualification
- Personal licence

Benefits

- 25 days (pro-rata) plus bank holidays annual leave per year, increasing to 27 days (pro-rata) plus bank holidays after 3 years of service
- A wellbeing day

- After your 3-month probationary period, sick leave will be paid at 2 weeks full pay followed by 2 weeks half-pay, increasing to 4 weeks full pay followed by 4 weeks half-pay, after 3 years of service.
- Access to a free employee assistance scheme through our HR provider
- 30% discount off Sefton Park Palm House merchandise (with some exceptions), food and drinks
- Cycle to work scheme

How to apply

Please submit your application form, covering letter and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by 14th March 2025

Shortlisted candidates will be contacted for an interview with the Head of Operations.