

**Job Title:**  
**Reporting to:**  
**Directorate**  
**Direct Reports:**

**Commercial Events Steward**  
**Events & Partnerships Lead**  
**Priory & International Affairs**  
**0**

**Job Band:** 7  
**Team** Heritage

## Job Summary

The role of Events Steward is to support the smooth and safe delivery of commercial events including weddings, filming, conferences and receptions at the Museum of the Order of St John, ensuring impeccable customer service and careful stewardship of the Grade I-listed historic buildings. The spaces include a Tudor Gatehouse, Priory Church, Medieval Crypt and Cloister Garden in central London. The Events Steward will deliver professional, welcoming and informative event support, ensuring high standards of presentation are maintained across the historic site and that house rules are followed at all times.

## Key Responsibilities

- Support accessible and inclusive events at the Museum, delivering a genuine and welcoming experience for internal and external clients, people of all communities and diverse backgrounds.
- Provide assistance to clients onsite in a professional, calm and respectful manner, providing an exceptional level of customer service.
- Attend event briefings conducted by a member of the Events Team and relay event and venue information to guests on request.
- Ensure the historic spaces and public areas of the Museum are maintained to a high standard of detail, presented and operated in a professional and courteous manner at all times.
- Assist with movement of equipment from storage and with the setting up and take down before and after events.
- Assist the Event Lead with the communication and management of all suppliers onsite, monitoring the movement of any items within the Museum to ensure no damage is caused.
- Invigilate the entrances and exits to the Museum as required, liaising with the Event Lead and Security Team.
- Undertake training required for the role, including Fire Marshalling, GDPR and Safeguarding, and become familiar with site health and safety and risk management procedures.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## Important things you need to know about this job

- This is a zero hour casual position.
- Regular evening and weekend work will be required.
- You will need to be well-presented when stewarding events at the Museum.
- Your place of work will be the Museum of the Order of St John, London.

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stand for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) including Maths & English	✓	
<b>Experience</b>		
Experience of providing exemplary customer service	✓	
Experience of working in a Front of House capacity	✓	
Experience and interest in working in an events/hospitality or arts/heritage/museum environment	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with the ability to communicate effectively at all levels and maintain diplomacy both in writing and verbally	✓	
Ability to maintain a professional and friendly demeanour	✓	
Confident with the ability to work well under pressure	✓	
Able to articulate announcements and confident speaking to large groups	✓	
Be able to use MS Office products at intermediate level	✓	
Be willing and able to exemplify the HEART values	✓	
Interest in the history of the Order of St John and St John Ambulance		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: CC	Date of preparation: February 2023
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