

## Job Outline Event Assistant

### 1. Event Management

- 1.1. To contribute to the smooth running of all LDSM events.
- 1.2. To provide assistance to the Event Manager and the rest of the Festival Team.
- 1.3. To ensure that all aspects of the LDSM Health & Safety Policy are adhered to at all times.

*As directed by the Production Manager or Event Manager, for each event:*

### 2. Venues Assistance

- 2.1. To letter and number seats according to venue layouts supplied by LDSM Box Office.
- 2.2. To assist in the setting up of LDSM staging in venues where required and take responsibility for the same where deputised by the Production Manager. Note that this may require heavy lifting and other moderately-demanding physical work.
- 2.3. To prepare interval refreshment areas and to ensure these are cleared away after events and the areas are clean.
- 2.4. To prepare and serve refreshments, and make sure the equipment is washed and stored after use.
- 2.5. To prepare door sales box office points in advance of the arrival of Box Office staff and to ensure these are cleared after events.
- 2.6. To report any issues arising from the preparation, use or clear-up of venues to the Production Manager at the earliest possible opportunity.

### 3. Technical Management of Events

- 3.1. To operate technical equipment during events as required.
- 3.2. To ensure an Event Manager/Event Assistant/Steward remains inside the auditorium during the performance to control the house lights in the event of an emergency.
- 3.3. To liaise with the Technical Manager re event requirements, e.g. piano stools, chairs, stands, etc.

### 4. Front of House Staffing

- 4.1. In liaison with the Event Manager, to allocate Front of House stewards to specific roles during the course of events to ensure the smooth and efficient running of events.

### 5. Health & Safety at events

- 5.1. To report any accidents/incidents to the Production Manager at the earliest opportunity and to ensure these are recorded in the LDSM Accident/Incident Book.
- 5.2. In case of emergency, to provide calm leadership and, in the case of fire or other such emergencies, to ensure the safe evacuation of all members of the public and staff from event venues.

### 6. Front of House Management of Events

- 6.1. To assist the Event Manager in the preparation and completion of the Front of House Report Sheets.
- 6.2. To set aside any seats for sponsors and VIPs at 'unreserved' events in liaison with the General Manager and the LDSM Box Office.
- 6.3. To check that venue seat layouts accurately reflect Box Office seating plans and to report back any arising seating issues to the Production Manager and LDSM Box Office at the earliest opportunity.
- 6.4. To greet sponsors and VIPs and direct guests towards any receptions.

*Excellence in performance • Excellence in training*

Lake District Summer Music Ltd • Registered Charity No.516350

Company Registered in England and Wales, No.1887957

Chair: Gordon Hands

Artistic Director: Renna Kellaway MBE

- 6.5. To deal with enquiries, complaints and emergencies from members of the audience at events referring, where required, to the Event Manager.
- 6.6. To liaise with the duty Artist Manager and Event Manager on start and end times of events and intervals where applicable and to ensure that events run to schedule.
- 6.7. To liaise with the duty Artist Manager and Event Manager on event clearance.
- 6.8. Where directed, to make public announcements at the beginning of an event indicating emergency exits and requesting mobile phones and watch alarms are turned off.
- 6.9. To provide advance notice to sponsors and VIP receptions to advise them that events are about to begin and intervals are coming to an end.

## **7. Finance**

- 7.1. To help the Event Manager to count and document all Front of House sales, covering refreshment sales, programme sales, merchandise and any other takings.

## **8. Miscellaneous**

- 8.1. To provide support and assistance to other members of the Festival Team to ensure the smooth and efficient running of Lake District Summer Music.

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