Contract: Casual

Reports to: Commercial Business Manager

Direct Reports: Event Ops Manager

Salary: £12.50 per hour

Working Hours: This is a casual contract with no obligation on either side. The number of shifts available to casual staff will vary dependent on the work and number of events taking place in the halls each week, including weekends. Shifts will be arranged on a rota basis and confirmed two weeks in advance.

Location: 28 Commercial Street, London E1 6LS/ 52 Old Castle Street, London E1 7AJ

Job Purpose:

Toynbee Hall is more than just a building. It is an organisation that throughout is 134 year history has always been a force for positive change, giving individuals, families and communities facing poverty and social injustice, practical help to take on those challenges and shape their own futures. Our work aims to bring people together, offer new opportunities and create a greater sense of community. We work with people young and old to help them find their voice and deliver their own projects.

We have recently re-opened the doors to the historic halls following five years of redevelopment and are now seeking a number of team members to work with us as we re-launch our venue and events business this summer. The Halls and the events that take place within them will generate vital funds to support our charitable work.

What you’ll do:

* General concierge duties, including welcoming and signing in visitors, operating event guest lists, receiving post and deliveries and answering/ sign posting general enquiries
* General housekeeping including making sure all event spaces are tidy on a daily basis
* Assisting with the preparation for events and arranging rooms for meetings and receptions
* Assisting with hospitality arrangements, including serving drinks and refreshments

About you:

* Great communication and good customer service skills
* Responsible, reliable, trustworthy and punctual
* Ability to take instruction and also act on your own initiative
* A genuinely welcoming and positive manner
* An interest/experience in hospitality and events
* An interest in heritage and Toynbee Halls history and mission

**Training**

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.

**Our Support to You**

These are casual roles without guaranteed hours. Undertaking one of these roles may have an impact on your benefits. Toynbee Hall is committed to supporting potential employees to understand any potential impact of taking on paid work, and to work with you to ensure you can make informed decisions about the number of hours you choose to take on. We will support you to communicate any changes in your financial situation to the relevant agencies to try and minimise any impact or delay to any kind of financial support you currently receive.