

Friday Evening Event Assistant Job Responsibilities Description

Hourly fees: £21 per hour for activities, plus £18 per hour for additional admin/meetings

Hours: Friday evening events 5.30pm-9.30pm

Location: The Jean Stokes Community Centre, Carnoustie Drive (off the Caledonian Road in Islington)

Contract: Zero-hours sessional contract for dates mutually agreed via a rota system

Holiday pay: Additional 12.07% on monthly pay

Reporting to: SLT Programmes Manager and Friday Evening Events Host

Position overview

The SLT Friday evening events run fortnightly between 5.30pm–9.30pm and offer a free nutritious food prepared on site, followed by a presentation or performance. The Friday Event Support Assistant's role is to ensure the event runs smoothly by supporting participants and working closely with the Host.

Summary job outcomes

Key aims of your role are:

- To assist the Friday Evening Event Host and ensure the smoothly running of events.
- To create a safe, welcoming, inclusive and non-judgmental environment for all participants and with a particular focus on offering a warm welcome to new participants.
- To enable people who are socially isolated and may be experiencing mental health problems, mobility issues or health conditions to benefit from Friday evening events, fostering a sense of community and friendship among participants.

Key responsibilities

Preparing for Friday events

- Read event information and Host Notes sent via email by the Programmes Manager in advance of the Friday event to prepare and ask clarifying questions before the event starts.

Before Friday events (6.00pm)

- On arrival to assist to set up the hall along with the Friday Host, including chairs, tables, PA system or other equipment, information and signs.

Before the event performance/activity (6.30pm-7.30pm)

- As agreed with the Host, to remain in the hall during the food and drinks service to be aware if the Host indicates that they require your assistance in order to engage with participants, and assist the Host, acting as back-up should any incidents arise.

During Friday events (6.30pm-8:45pm)

- In the event hall to take initiative to chat with participants, especially those sitting on their own.
- Work alongside Friday Event Volunteers as team members, being aware of their roles and boundaries and discuss any concerns with the Friday Event Volunteer Supervisor.
- As agreed with the Host, to remain in the hall throughout the presentation/performance and to be aware if the Host indicates that they require your assistance.
- To report to the Host immediately (or as soon as reasonably possible) if you have any concerns about a participant, including if a participant refers to experiencing abuse or neglect which could a Safeguarding concern.
- To assist with re-arranging chairs and tables or bringing in additional chairs or tables during the evening, as required.
- To accommodate participants who have mobility issues or attending in a wheelchair to help find appropriate space at tables and ensure that they have access to food and drinks.
- To offer adapted help to participants with additional support needs (eg hearing or sight impairments, Autistic or ADHD, lack of English fluency).
- To ensure the safety and positive experience of other participants by addressing any disruptive behaviour in accordance with SLTs Acceptable Behaviour Guidelines and as guided by the Host.
- To take responsibility for handing out leftover food after the presentation.
- To take responsibility for handing out and collecting up evaluation forms and pens at the end of the event.

Welcoming new participants and completing registration forms (6.00pm-7.30pm)

- Pay particular attention to welcome new participants, attending for the first time, by checking with the reception team which participants are new.
- Encourage new participants to take part in the event in coordination with Friday Event Volunteers and the Host.
- Introduce yourself to new participants and chat with them to explain your role, check that they have been introduced to staff present and explain the format of Friday events.
- Introduce new participants to other participants on their table and encourage them to connect via the evening's ice-breaker activity and general conversation.
- In coordination with the reception team and volunteers, encourage new participants to complete the SLT registration form (if they haven't previously) between 6.30-7.30pm before the event activity begins.
- Keep up-to-date with SLT's quarterly activity programme ensure participants and volunteers are aware of SLT's activities, especially any new participants who are not familiar with SLT.

- Offer all participants up-to-date SLT activity flyers, answering queries regarding SLT activities where possible, directing any booking enquiries to general SLT email address or phone number.

After Friday events (8.45pm-9.30pm)

- Assist the Host in clearing up at the end of the evening.
- Leave the premises last with the Host but not before ensuring you have covered everything on the event checklist, which includes checking you have the full set of keys.

Other duties

During Friday events

- Assist in the kitchen, to serve food and drinks or on reception as required.
- Ensure that you adhere to SLT's policies including Code of Conduct, Health & Safety, Confidentiality, Equality Diversity and Inclusion and Safeguarding Adults legislation.
- Ensure that the SLT Code of Conduct is available to participants at the event and promoted during the Host presentations.
- Respond to incidents involving participants by following SLT's Acceptable Behaviour Guidelines.
- Wear the SLT t-shirt to be identified at events and activities and ensure SLT staff and volunteers wear the t-shirts in accordance with our policy.
- Assist the Host with evacuating the premises should the fire alarm go off and assist the Host with any fire drills taking place (please refer to the fire drill instructions).
- Support the Host in completing Accident/Incident forms as appropriate and following SLT's guidelines and procedures.

Coordinating with the team

- Communicate effectively with the Programmes Manager and Sessional Team Leader regarding any operational issues or scheduling changes, reading and responding (as necessary) in a timely manner to emails.
- Attend team meetings, supervision meetings with the Sessional Team Leader and/or occasional meetings with the Programmes Manager or Chief Executive outside the times of events and communicate in advance if you are unable to attend supervision or team meetings at the agreed time/date.
- Notify the Programmes Manager at the earliest opportunity that there may be a risk that you cannot work at a scheduled session for exceptional reasons and to inform the Programmes Manager that you cannot work at a session owing to sickness no later than 9.30am on the day of the session.
- Undertake other tasks as reasonably required.
- Undertake other similar sessional Assistant roles within other SLT programmes, as agreed with the Programmes Manager.

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