



Job Description

Role Title: Events Assistant

Reports to: Senior Education Officer and Heritage Director

This exciting new position will involve helping deliver excellent customer service through a range of tasks, whilst becoming part of our enthusiastic team. The role includes assisting with catering in our kitchen, supporting the education team, providing information to visitors and looking after Celtic Harmony Camp's outdoor prehistory settlement.

This is a unique opportunity to be part of a growing charity. You will receive a full induction programme through the charity to develop your skills and knowledge. Our new team member should be flexible with great practical skills and an ability to work on their own as well as part of a team.

An award winning charity, **Celtic Harmony** have been providing Prehistory experiences for over twenty years, with the aim to increase understanding of the natural world and create a more sustainable way of life for future generations.

We achieve this through the **Celtic Harmony** day and overnight experiences, which enable people of all ages to step into Ancient Britain and experience a different way of life, via hands-on activities in our woodland setting.

Location: Celtic Harmony Camp, the Iron Age settlement, Brickendon, Hertford, Hertfordshire SG138NY.

Main Duties:

Delivery of Experiences

- Ensuring overnight roundhouses are ready for visitors including washing of sheets and cleaning roundhouses between visits.
- Assist with delivery of quality experience for general public and school groups, including tidying and cleaning workshop areas and disinfecting resources.
- Cleaning and maintenance of facilities including toilets, washrooms, Café, Prehistory Centre.
- Assist in delivery of activities as per the operations standard.
- Read and adhere to Health & Safety checks e.g. risk assessments.
- Ensure all information and relevant forms are in place before visits.
- Work with the education team both staff and volunteers.
- Assist in collating data (feedback) to evaluate programmes.

Catering

- Assisting in the café.
- Preparation of the service.
- Food preparation for lunch and evening menu: such as salad, chips, hog roast, pizza, vegan platter, BBQ, jacket potatoes.
- Serving Food.



- Taking Orders.
- Cleaning café and table area.

Facilities Maintenance

- Conservation of woodland area.
- Conservation and management of ponds and grasslands.
- Assist in building and maintenance of prehistoric houses and resources.
- Access work for public benefit.
- Assist with preparation of interpretative material and site signs.
- Assist with fencing and path maintenance / access improvement.
- Assist with site maintenance.

Communication

- Work in the office to answer the phone / email and deal with customer inquiries.
- Assist in communication to school and general public to promote benefits of programmes.
- Assisting with fundraising and marketing programmes.

Competencies & Levels

Working to Objectives & Standards	1
Planning & Organising	1
Stakeholder Orientation	1
Active Analysis & Decision Making	1
Continuous Improvement	1
Developing Self & Others	1
Working Together	1
Communication	1
Leadership	1

Qualifications, experience & behaviours required for this role:

- The candidate must be on the Kickstart Scheme
- Experience in dealing with the public.
- Work experience / volunteering experience for a charity is desirable.
- Enthusiastic about working outdoors.
- Adaptable personality with a can do attitude.
- Ability to work on own initiative and in a team.
- Good communication skills to build rapport with a wide variety of people and groups.

The position is on condition of an Enhanced CRB check.

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.