

Honourable Artillery Company

Role Profile



Role Title: Assistant Events Operations Manager

Reporting To: Deputy Head of Operations

Hours: Full time, permanent

Location: Central London (on site only)

Background:

The Honourable Artillery Company was chartered by Henry VIII in 1537 for the “greater defence of the Realm”. It is a membership charity of 2500 members of whom some 400 are active in the Army Reserve, in a Regiment of the same name.

Its impressive headquarters are located on City Road in EC1. The HAC generates revenue to deliver its charitable objectives through events at the venue. We host a variety of events from weddings and receptions to awards ceremonies and Christmas parties. Our clients include Premiership rugby and football teams, media, charities and city-based firms.

The venue offers a unique portfolio of spaces for hire, including the contemporary Prince Consort Rooms, ideal for conferences for up to 350 delegates or receptions for 700 guests, to the striking surroundings of the 18th century manor house for up to 250 guests and our jewel in the crown, the spectacular 5 acre private Artillery Garden which is available for sporting and corporate events for up to 5,000 visitors.

Role Purpose:

The Assistant Event Operations Manager will support the Operations Team in the delivery of a wide range of events across The HAC estate providing first class customer service and client support whilst ensuring our guests are welcomed to a safe and secure venue.

Key Responsibilities:

You will work 5 days over 7 with the HAC Operations Team and contribute to the delivery of all events within the venue. The role will include but not limited to;

Event Management

- Supervise all temporary event and agency staff including security, cloakroom, general assistants, stewards and cleaners.
- Daily checking of the cleanliness of FOH event areas and the functioning of equipment around The HAC estate and timely reporting of deficiencies and any other issues.
- Understand and uphold HAC protocols at all times.
- Preparation for and supervision of small to medium size events independently and larger scale events under supervision across The HAC estate including commercial, Regimental, Member and sporting events.
- With assistance of the wider operations team, provide pre-event support to the sales team with site visits, floor planning and sourcing of hire quotes for additional AV

equipment, furniture and any other event related items and seek opportunities to upsell equipment prior to an event.

- Assist with the planning and booking of agency staff for each event.
- Oversee the delivery and service of HAC appointed contractors or third-party suppliers during events and report on failures in service.
- Provide duty management feedback post event.

Health, Safety and Security

- Pre event inspection and reporting of BOH catering areas to ensure H&S compliance.
- To be acquainted with all events related health and safety legislation.
- Ensure all clients, guests, contractors and HAC staff always comply with the HAC Health and Safety Policy and HAC Noise Protocol.
- To safeguard the fabric and fittings across The HAC estate.
- Contact client/event suppliers for PLI, RAMS and any other health and safety related documentation and to check their suitability prior to each event.
- Understand and ensure the evacuation protocols for guests and staff are implemented during emergencies.
- Provide first aid assistance to staff and guests as required.
- Monitor and maintain first aid supplies throughout the estate, liaising with the Facilities Coordinator for the ordering of equipment and supplies.
- Perform weekly fire inspection of PCR, basement and summer marquee ensuring all areas are clear of obstruction and Fire Fighting Equipment is fit for purpose.
- Undertake all necessary training to deliver a safe working venue which operates within all its licences and protocols.

Other Duties

- Manage the updating of the electronic signage system in Armoury House and directional signage around the HAC estate.
- Assist with the installation and maintenance of the summer terrace, Artillery Garden marquee, Christmas theming and any other event or venue installations.
- Support with the up-keep, maintenance and security of all HAC equipment and furniture and set-up as required for each event.
- To safeguard the fabric and fittings across The HAC estate.
- Assist with the updating of the inventory of AV equipment, furniture and all other venue related equipment.
- Assist the Operations Team with the purchasing of services and equipment.
- Deliver exceptional customer service at all times.
- Welcome clients and guests to The HAC and act as point of contact in support of the Operations Team.