

JACKSONS LANE

NORTH LONDON'S
CREATIVE SPACE

APPLICATION PACK EVENT MANAGER





WORKING AT JACKSONS LANE

Working life at Jacksons Lane is vibrant and exciting, with our building hosting a wide range of different activities throughout the year. As a small team, we strive to create excellent customer experiences in all aspects of our work, whether that be with our artists, our audiences, participants in our creative learning programme, or users of our studio spaces and facilities.

Our team is a made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are ultimately working towards the same goals and that it is only through a unified approach that we are able to achieve this.

JACKSONS LANE

ARTISTIC



Jacksons Lane is the leading presenter, supporter and producer of contemporary circus in the UK. We nurture artists through Artist residencies, mentoring and advice, and by providing theatre space for previews, rehearsals and scratch performances, in addition to premium studio space to devise and rehearse new work. Our recently upgraded 170 seat auditorium hosts a variety of events throughout the year including our own Postcards Festival. As one of the leading venues for the London International Mime Festival we also showcase our other core artistic strand of Physical and Non- Verbal Theatre alongside our programme of Family Performances.

We have strong networks throughout the industry, both nationally and internationally, and we represent Jacksons Lane and the UK Circus scene at a variety of industry events across the world. We are passionate about providing a platform at Jacksons Lane to showcase international work, and currently around 40% of our visiting artists come from outside the UK, representing 60 countries including as far as Australia and Canada.

As an Arts Council England National Portfolio Organisation we also produce and coproduce our own work, which we tour both in the UK and abroad in order to bring British work to an international audience. We have won multiple awards for this work including our highly successful production 'Knot' by Nikki and JD at the Edinburgh Fringe in 2019.



CREATIVE LEARNING

With its roots as a community centre, Jacksons Lane remains an essential hub for arts and community work in North London. With over 65,000 visitors to our venue each year we work hard to overcome traditional barriers to the arts by collaborating with our community partners and funders to make the arts more accessible. We focus on using the arts to increase confidence, reduce isolation and improve overall wellbeing.

Our comprehensive Creative Learning programme works directly with over 1,000 people across all ages each year and provides creative and wellbeing activities to older people in supported housing schemes, theatre projects that focus on women's safety and a range of activities for young people including JL Circus, a series of workshops and classes teaching circus skills to young people. Our work has continued online throughout the pandemic through the 'Quarantine Sessions' and 'Lockdown Lunch' with great success. Feeling Good is Jacksons Lane's project to help reduce social isolation as a result of the COVID-19 pandemic. We partner isolated and vulnerable people with friendly volunteers, and through regular conversation and creative and wellbeing activities our beneficiaries gain confidence and are able to reconnect to their community.

Since it began 46 years ago, Jacksons Lane has also run an event on Christmas Day, each year inviting socially-isolated older adults to our building and providing them with food, gifts and entertainment. This year, despite the restrictions imposed by the COVID-19 pandemic, we were still able to reach out to 300 older adults across our area through a delivery service of food and gifts while still providing the all important social contact and friendly conversation.





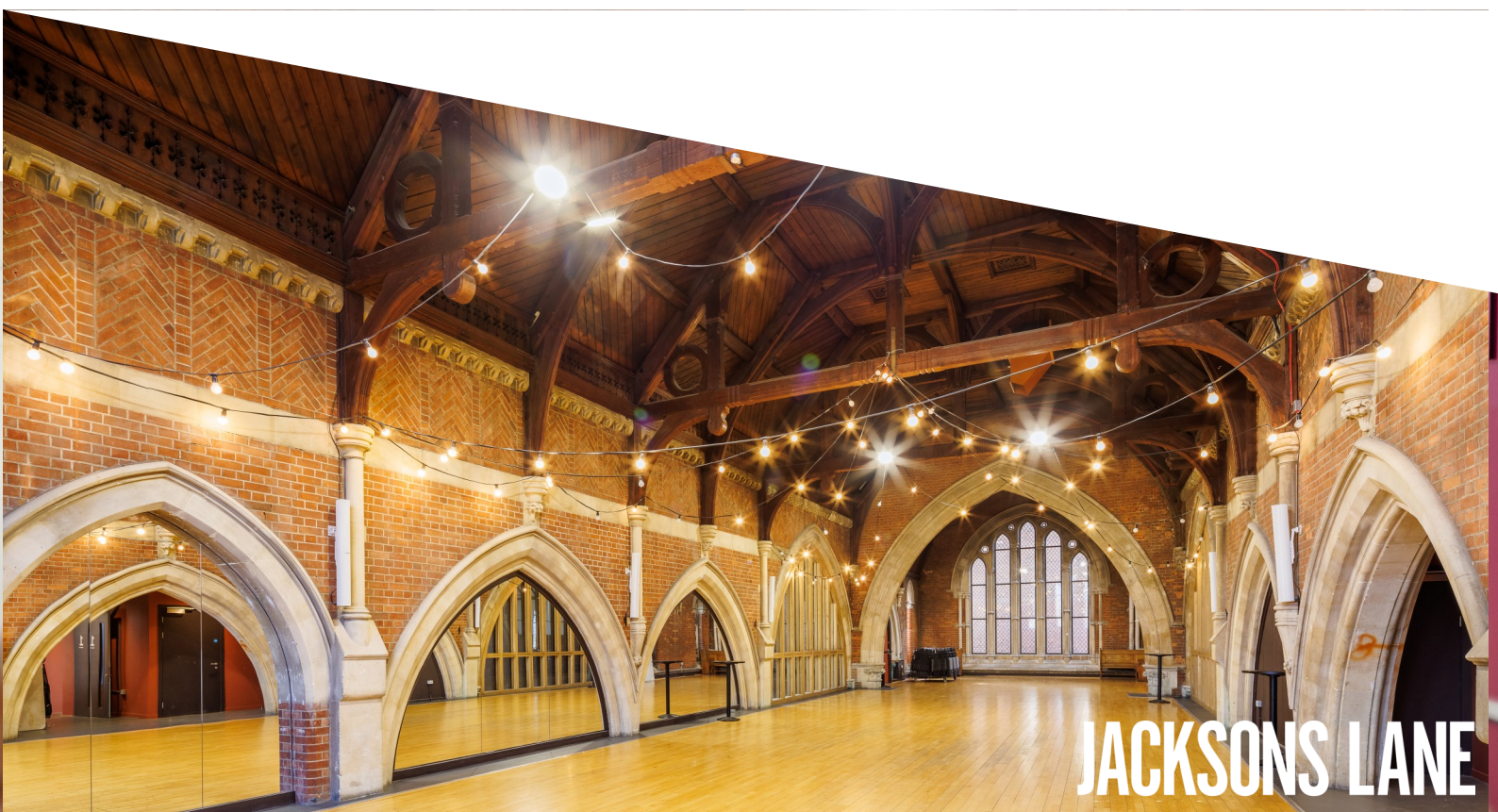
STUDIO HIRES AND PRIVATE EVENTS

At Jacksons Lane we have seven different spaces available to hire including our theatre, five multipurpose studio spaces and a private meeting room. The spaces are hired for a variety of purposes including classes and workshops, rehearsals, performances, and private functions and events.

Studio One (below) is our largest space and is one of the largest rehearsal/event spaces in North London. In this space we host a variety of bookings throughout the year including weddings, corporate away days and rehearsals for large productions.

Our class and course programme is made up of a collection of people who hire our studios at the same time each week. The activities range from children's acting and drama classes to fitness and yoga for adults. Our regular hirers also include a therapy group, a photography group and we even currently have a lightsaber sword fighting group!

Studio Hires and Events are not only one of the biggest contributors to our core income, but also help us to generate and expand our audiences and visitor reach with many class attendees and tutors also watching performances and becoming involved in other aspects of our work.



OUR NEXT CHAPTER

In order to continue our vital work and to ensure we are well-positioned to meet future demands, Jacksons Lane closed in November 2020 to begin work on a long anticipated Capital Refurbishment project. The works have been designed to reimagine the spaces in our home on Archway Road, to enable us to provide an exceptional cultural experience for everyone who visits our venue. The building is now fully accessible with increased environmental sustainability.

The much needed renovation has improved our studios and theatre for both our artists and audiences. Our upgraded building and facilities are now more welcoming and user friendly for all our guests. to all visitors and users.

Our new facilities bring increased opportunity to build on our work as the leading circus venue in England and increase our financial sustainability in the lead up to our 50th birthday in 2025.



JOB DESCRIPTION

Reports to	Front of House Manager, Hires & Events Manager
Supervisory responsibility of:	Events Assistants, Vendors (Catering/Entertainment)
Hours of work:	This role operates within a monthly shift schedule as part of the Event manager team and will involve weekend and evening shifts.
Contract period:	Zero hours
Salary:	£15 per hour, with accrued holiday
Place of work:	Jacksons Lane, Highgate, North London. N6 5AA

Main objectives of the post:

- To support with the smooth running of all private events and functions at Jacksons Lane
- To provide an excellent standard of customer experience to all clients and guests
- To ensure the safety and wellbeing of all guests in the event space.

Outline of Responsibilities

Event Management

- Support the client with the set up and preparation of the event space and any ancillary spaces ensuring that the setup is safe and does not block emergency exit routes.
- Ensuring that Events Assistants, Caterers and any other companies or agency staff are briefed on the timetable for the event, emergency procedures and any other relevant information.
- Maintain an overview of the event throughout ensuring that any hazards or potential issues are observed early and dealt with efficiently.
- Using knowledge of the Hire Agreement to ensure all rules are adhered to throughout the event.
- Liaise with caterers, entertainment, and any other visiting companies to ensure that the event runs to the planned timetable.
- Ensure that all visiting companies and caterers have the equipment they need and support them with the instruction and use of this when provided.
- Ensure that all facilities are clean and suitably stocked throughout the event and that all equipment is in safe working order.
- Support the clients with clean down of the space at the end of the hire, providing cleaning equipment and materials.
- Providing the client with any other resources they require if available, and to be aware of any additional costs these may incur. If not available, providing the client with options of where they could source them externally.
- Approaching any complaints from neighbours or other building users in a sensitive manner and providing effective resolutions where possible.

Guest Management

Ensure guests are using the space safely and are aware of the location of toilet and bar facilities.

Supporting any guests with additional needs in accessing the space and enjoying their visit.

Use knowledge of the current hire rates and studio specifications to answer enquiries from guests about room hire.

JOB DESCRIPTION

JACKSONS LANE

CONTINUED...

Administrative Responsibilities

- Record everything that happens during the event on the 'Event Report' including reference to timings as well as any issues that arise.
- Ensure all events are paid and contracted before access to the space is granted.
- Support the Hires & Events manager with event planning when required including contacting clients for event details and schedules.
- Support the Hires & Events manager with other hire bookings as required, including theatre hires, classes, and general studio hires.
- Support with the planning and management of internally run events
- Work with the Hires & Events manager and Marketing Manager to develop the marketing of studio and event hire at Jacksons Lane

Emergency response responsibilities

- Report to, and carry out all duties as required by, the Duty Manager during an evacuation.
- Support the Evacuation team with the smooth evacuation of all guests in the event of an emergency.
- Ensure all fire exits and routes are clear and unobstructed throughout the event.
- Act as a first aider when required.

General Responsibilities

- Attend staff meetings and training sessions when required
- Act as a representative of Jacksons Lane at all time.
- Act at all times in accordance with Jacksons Lane's Health & Safety, Safeguarding, Equal Opportunities & Diversity policies in addition to all other staff policies
- Carry out any other task, as may be reasonably requested by the Front of House Manager or Senior Management Team

PERSON SPECIFICATION

JACKSONS LANE

Experience	Essential	Desirable
Experience managing live events or functions	X	
Experience working as part of a team	X	
Experience liaising with private and corporate clients	X	
Experience working with freelance or agency staff	X	
Experience with crowd management	X	
Experience working in a public venue with multiple building users and activities		X
Experience with Artifax software		X
Skills		
Excellent interpersonal and communication skills	X	
Excellent organisational and time management skills	X	
Strong problem-solving skills	X	
Strong task prioritisation skills	X	
Good understanding of different technical equipment including PA systems, microphones and events lighting		X
Good numeracy and literacy skills		X
Valid First Aid Certificate		X
Knowledge		
Understanding of how event catering companies function	X	
Understanding of Health and Safety best practice	X	
Understanding of how private functions and events are planned and run	X	
Understanding of the commercial aspect of event hire and how this fits into company finance		X
Personal Attributes		
Have a welcoming, cheery, and helpful demeanour	X	
Be patient and understanding	X	
Be confident and self-assured	X	
Have an ability to work under pressure and to multi-task	X	
Have a pragmatic approach to Health and Safety	X	
Have a dedication to increasing inclusivity and accessibility	X	
Have an ability to work proactively, as well as reactively to prevent issues developing.	X	
Have a willingness to learn, and a flexible attitude to working in order to support other areas of the business.	X	
Have a keen interest in the arts.		X

APPLICATION DETAILS

JACKSONS LANE

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate that they are from an ethnically or culturally diverse background, and who feel they meet the Essential Criteria of the Person Specification will be guaranteed an interview.

To apply for the role send a copy of your CV and a short covering letter to recruitment@jacksonslane.org.uk, including your full name and **'Event Manager'** in the subject line of the email.

We would also appreciate it if you could complete an Equal Opportunities form, and include this with your application so that we can continue to monitor and increase the accessibility of our recruitment process. This form is available on our website, alongside this recruitment pack.

Should you need to submit your application in another way for accessibility reasons please do get in touch.

Application deadline	10am, Monday 19th September 2022
Interviews (via Zoom)	Week commencing 26th September 2022
Preferred Start date	October 2022

We will respond to all applicants, and contact after the closing date to invite to interview should your application be progressed to the next round.

Interviews will take place online via zoom, with questions sent out in advance to allow for some preparation. Should you have any specific requirements for the interview process, please do get in touch.