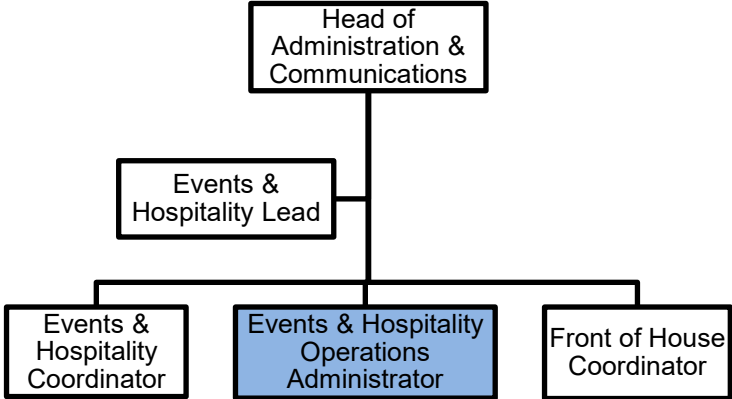


STEM Learning Limited

1. Role Particulars	
Role Title: Events & Hospitality Operations Administrator	Reports to: Events & Hospitality Lead
2. Organogram	
 <pre> graph TD A[Head of Administration & Communications] --> B[Events & Hospitality Lead] B --> C[Events & Hospitality Coordinator] B --> D[Events & Hospitality Operations Administrator] B --> E[Front of House Coordinator] </pre>	
3. Purpose of role	
The primary purpose of this role is to support the safe, efficient and high-quality operational delivery of events, courses and hospitality services at the National STEM Learning Centre. The post holder will prepare and set up event spaces, deliver event hospitality, maintain clean and welcoming event and public areas throughout events, and complete the clean down and reset of spaces afterwards. Working closely with the Events & Hospitality Lead and wider teams, the role will help ensure that internal and external customers receive a professional, responsive and positive experience.	
4. Key Results / Accountabilities expected from role	
• Prepare, set up and reset event, meeting and hospitality spaces, including furniture layouts, equipment, signage, refreshments and supporting materials. • Deliver event hospitality services, including the preparation, presentation, replenishment and clearing of food and beverage provision in support of our catering provision. • Monitor and clean event rooms, hospitality areas, toilets, circulation routes and other public spaces during events so they remain safe, hygienic and presentable. • Provide a professional and responsive service to event organisers, delegates, visitors and colleagues. • Work from event schedules and function sheets to support the smooth delivery of events. • Follow all food safety, hygiene, allergen, health and safety, manual handling, fire safety and COSHH procedures. • Identify and report maintenance issues, hazards, damage, stock shortages and other operational concerns. • Liaise with internal teams, suppliers and contractors to support event operations and customer experience. • Maintain accurate records, checklists and operational information using relevant systems. • Support reception and wider site operations as required. • Participate in training and contribute ideas to improve service quality, efficiency and sustainability. • Undertake other reasonable duties consistent with the operational nature of the role. Successful candidates will demonstrate STEM Learning's values: • Sustainable: Use resources responsibly, minimise waste and maintain event spaces and hospitality services to a consistently high standard. • Innovative: Look for practical improvements to event set-up, hospitality delivery, cleaning routines and room turnaround. • Proactive: Anticipate operational needs, respond promptly to issues and work independently or with colleagues to deliver an excellent customer experience.	
5. Key challenges faced in the role	
• Balancing planned event set-ups, hospitality service and cleaning requirements across competing priorities. • Maintaining consistently high standards of cleanliness, presentation and customer service throughout busy events. • Responding calmly and practically to last-minute changes, and any other operational requirements.	

• Working independently while communicating clearly and collaborating effectively with a diverse range of colleagues, customers and suppliers. • Undertaking a physically active role that may involve prolonged standing, regular movement between spaces and the safe handling of furniture, equipment and supplies. • Working flexibly around the demands of Events and Courses, including evening and weekend work on occasion.
6. Any other information (particular reference to planning (nature and impact), scope of impact).
STEM Learning Limited is a key UK resource for supporting STEM teaching and learning through the provision of resources, online and physical networking and communities, and partnership with a wide range of organisations and individuals. This is an operational, customer-facing role based primarily on-site. Flexibility of hours is required, including occasional early starts, evenings and weekends by prior arrangement to support the event programme. Notice will be provided in advance where possible. Appropriate uniform and personal protective equipment must be worn when required, and all safe working practices must be followed.
7. Relevant experience and expertise (typical educational qualification and experience)
• GCSE Mathematics and English Grade A–C, or equivalent education, qualification or experience. • Previous experience in event operations, hospitality, catering, cleaning, facilities or a similar customer-facing environment is desirable. • Level 2 Food Safety and Hygiene certification is desirable; training will be provided if not already held. • Knowledge of safe cleaning practices and COSHH requirements is desirable; relevant training will be provided. • A practical, hands-on approach with the ability to prepare, clean and reset event spaces to a high standard. • Ability to follow event schedules, instructions, checklists and safety procedures accurately. • Ability to work independently, use initiative and contribute positively as part of a team. • Strong attention to detail and the ability to manage a varied workload while meeting deadlines. • Excellent customer service and communication skills, with the confidence to interact professionally with internal and external customers. • A positive, dependable and flexible approach, including willingness to support occasional early morning, evening and weekend events. • Competent IT skills and willingness to learn relevant in-house systems and technologies. • Ability to undertake the physical aspects of the role safely, with reasonable adjustments considered where appropriate. • An appreciation of the education, events or visitor services sector is advantageous.
8. Economic dimensions associated with the role (if any)
N/A
9. Location
National STEM Learning Centre, Heslington, York.