



Event Assistant

Opportunity type: Part time, permanent

Hours: Variable-dependent on event programme

Salary: £11/hr

Start date: September 2017 (to be confirmed)

About the role

The Mosaic Rooms are seeking an Event Assistant to join our team and help provide outstanding customer service to all our event attendees and hires clients. The role will include assisting the management of events and commercial hires, and holiday cover as required. The hours will mainly be weekday evenings with occasional Saturday and other day time work. You must be able to commit to at least one evening event a week during programme time. The role would suit someone looking for a permanent role to fit around an existing part time day employment or studies at a postgraduate level. The ideal candidate will be able to demonstrate the following skills, experience and qualities:

- An interest in the arts and experience of working in an arts environment.
- An interest in arts and culture from the Arab World.
- A proven track record of working with the public.
- Excellent customer care and interpersonal skills.
- A commitment to providing excellent standards of customer care.

Contemporary Culture from the Arab World

The Mosaic Rooms A.M. Qattan Foundation Tower House 226 Cromwell Road London SW5 0SW
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An A.M. Qattan Foundation project
Registered charity no. 1029450
www.qattanfoundation.org



As well assisting set up of events, welcoming event speakers and clients, welcoming and providing visitors with information about the event/ exhibition/The Mosaic Rooms programme, overseeing sales in the bookshop and bar, the responsibilities will include:

- To provide a safe and welcoming environment for all visitors to the gallery.
- Co-operating with other event staff.
- Opening and setting up the exhibitions when covering staff holiday
- Answering any queries people may have about the exhibition/event /space both in person and over the phone.
- Keeping attendance figures and informing other staff of comments/feedback about event/ exhibition.
- Ensuring events are recorded, photographed and properly archived.
- To be responsible for fire safety and security of the building and contents whilst on duty.
- To ensure that health & safety and appropriate licensing requirements are adhered to at all times to ensure the safety of staff, volunteers and visitors
- To maintain the good appearance of all public areas and areas surrounding the gallery building
- To ensure an exceptional standard of service to all visitors.
- To deal effectively with customer enquiries, comments and complaints.



About The Mosaic Rooms

The Mosaic Rooms are a vibrant non-profit cultural space and bookshop in West London dedicated to supporting and promoting contemporary culture from and about the Arab world. We do this through our free access contemporary art exhibitions, our multidisciplinary events, artist residencies and learning and engagement programme. We are a project of the A.M. Qattan Foundation, a registered charity number 1029450.

www.mosaicrooms.org

How to apply

Interested candidates to apply with a CV and covering letter by 31 August 2017 to info@mosaicrooms.org. Please note due to the number of applications received only successful candidates will be contacted for interview.