

THE
FITZROVIA
CHAPEL

Fitzrovia Chapel Event and Operations Manager

We're looking for an Event and Operations Manager who will care for, promote and cherish the unique Fitzrovia Chapel as much as our dedicated team of staff, volunteers and supporters.

We've picked out a few words to explain some of the most important things about the chapel.

Who we are

The phrase most used to describe us is 'hidden gem'. That's because the chapel is a beautifully restored Grade 11* listed building, one that has the capacity to amaze and enthral. Part of the former Middlesex Hospital (but never consecrated), the chapel includes ornate mosaics, stained glass windows and 150 memorial plaques. A recent Telegraph article called us '[the most beautiful room in London you probably didn't know about](#)'. But that's just the physical side. We try to translate the beauty of our surroundings into our ethos and values. The fact that we are a secular space is an important beginning to this conversation. Also, we are grand but not ostentatious. We encourage visitors to discover the chapel for themselves without overwhelming them with information. We are open for quiet contemplation each Wednesday and that demonstrates our remit and our place in the community.

Our work

From London Fashion Week catwalks to bespoke weddings, and from audio shows to gallery pop-ups, the chapel has been the focus for both our own programme of events and those hiring the chapel during 2017, our first year. UK labels [Phoebe English](#) and [Alistair James](#) chose the chapel for their Vogue-featured collections. Named as the number one wedding venue in Westminster, we've hosted stunning, intimate ceremonies, including [this September celebration](#). Rapidly gaining a reputation as a quality exhibition space, we have welcomed [Ingleby Gallery](#), [Horiuchi Foundation](#) and [TJ Boulting](#), as well as running our own first major exhibition, [The Ward](#). You may recognise some names from this selection associated with the chapel: Katie Melua, Humanists UK, Artangel, the Haunting Podcast and BBC's Apple Tree Yard. 2018 looks set to also be a year packed with events and bookings in all spheres of public and cultural life.

FITZROVIA CHAPEL, 2 PEARSON SQUARE, LONDON, W1T 3BF
+44 (0)20 3409 9895 info@fitzroviachapel.org

The Fitzrovia Chapel Foundation is a company limited by guarantee and is a registered charity.
Company no 09074417 Charity no 1160458

Job Description: Fitzrovia Chapel Event and Operations Manager

Part-Time, 20 hours per week.

Hours to be discussed but likely to be 10am —4pm, Tuesday to Friday, including one hour for lunch.

Pro-rata salary: £24,000 — £27,000

Scale of the role

As operational lead for the chapel, you will be at the centre of chapel life. Responsible for every aspect of our growing hires business, you will manage hires from initial enquiry, conducting tours, contracting and invoicing, to booking and briefing event staff. Our clients range from commercial art galleries to private weddings and we regularly host high-profile events for London Fashion Week, Frieze and Photo London. You will recruit and support our small team of Duty Managers and ensure they have the training they need to manage the events and take responsibility for the chapel when on duty (approx. 65%).

On a day-to-day basis, you will be responsible for supervising facilities management and cleaning contractors, and for ensuring that the building, its fabric, fittings and furniture, are kept in good condition. You will be IT literate, practical and as comfortable with meeting potential clients for tours as changing ink in the printer (approx. 20%).

Engage and coordinate our Open Day volunteers with the assistance of our Chapel Coordinator (approx. 15%).

REPORTING TO: The Director

OTHER KEY RELATIONSHIPS: Media, fundraising and finance

RESPONSIBLE FOR: Duty managers, casual workers, volunteers, and contractors.

Duties

Hires management (65%)

- Deal with enquiries and bookings and financial and practical arrangements for hirers using the chapel.
- Maintain collaborative relationships with users and deal with day-to-day issues.

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- Ensure users are aware of relevant policies and procedures.
- Undertake training in order to be the responsible person for the booking and supervision of civil marriage and civil partnerships (excludes officiating as a registrar).
- Undertake training in health and safety and licensees training in order to take responsibility for the sale of alcoholic beverages and to supervise bar and box office staff.
- Review and maintain systems for keeping financial records (with part-time book-keeper).
- Undertake day-to-day financial tasks.
- Liaise with contract staff and supervise casual staff working in the chapel.

Operational management of the chapel (20%)

- Supervise effective maintenance of the building and its equipment. Liaise with contractors to ensure compliance with health and safety standards including risk assessments and commission inspections, as appropriate.
- Develop policies and procedures in relation to operational matters including use of equipment, security, health and safety, and data protection to meet statutory requirements.
- Work with the chapel team to deal with enquiries requesting information about the charity's activities and opening of the chapel for quiet contemplation or other activities such as London Open House.
- Liaise with our marketing support as required.
- Ensure the effective use of the chapel IT equipment and software for administrative and information purposes and to support the range of activities taking place at the chapel.
- Manage the calendar for all commercial hires, weddings and events as well as the staff rota.

Volunteer management (15%)

- Work with the Chapel Coordinator to recruit, support and supervise volunteers and ensure they are appropriately trained and made aware of FCF policies.
- Prepare rotas to ensure appropriate cover for opening and closing and security of the building.

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- Be available to supervise public opening days.

In addition, you may be required to

- Deputise for the Director when requested, and take action within the limits of delegated authority. This includes informing the Chairman and trustees of any issues that require their attention or decision in the absence of the Director.
- As part of a collaborative supportive team, you will support other functions of the business, undertaking projects as requested by the Director.

This is a new role and you should be prepared to carry out additional tasks relating to the chapel as required. This job description will be subject to review.

Terms

This is a contract role with initially a 12-month term. All roles within FCF are subject to a probationary period, in this case three months, during which time suitability for the post will be assessed. The probationary period may be extended for a time limited period.

Evening and weekend work may be required.

Our Chapel Manager may elect to take Duty Management shifts, managing our events and hires at our standard Duty Manager rate.

The notice period is one week on either side during the probation period, rising to six weeks after satisfactory completion of the probationary period.

Smoking will not be allowed while at work.

Holiday: Pro-rata equivalent of 25 days plus pro-rata public holidays

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Person Specification

Essential

Experience of coordinating hires at a high-quality venue
Experience in operational management of a listed venue
Outgoing personality and able to sell the benefits of the Fitzrovia Chapel and its facilities to potential hirers
Experience of managing staff and volunteers
Proven negotiating skills
Excellent IT skills including Word and Excel
Numeratorate
Impeccable presentation skills
Comfortable working in a small team or alone

Desirable

Experience of working within the arts or heritage sector
Interest in history and the arts
Discreet, refined and professional demeanour
Experience of being a key holder

Application procedure

To apply, send a CV and covering letter describing how your experience and skills meet the needs of the role to our Director, Faye Hughes, at faye.hughes@fitzroviachapel.org by Wednesday 31 January.

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