



Wedding & Events Steward - Job Description

Post Details

Job title:	Seasonal Wedding & Event Steward
Directorate:	Northumberland Estates – Syon Park
Function:	Weddings & Events
Post reports to:	Events Manager
Hourly rate:	£17.00

Purpose of job

A steward is the public face of Syon Park to the client, and their guests during their special day as well as the caterer and all other parties. An eye for detail and a proven record in dealing with clients is highly desirable. A quick-thinking team player with a flexible approach to an ever-changing environment is ideal. Smart presentation and a professional attitude are essential qualities. Stewards may be responsible for enforcing rules and procedures laid down by Syon Park – but doing so in a sensitive and customer friendly way.

The Wedding & Event Stewards are of central importance in ensuring the smooth and successful running of any wedding or other event. They will receive instructions from the Event Manager on the day of the event. They are responsible for ensuring that all visitors are evacuated safely in an emergency, and that clients have the best experience possible.

Typical tasks/duties:

- Ensuring the fabric of the building and any antiques within it are not damaged
- Directing guests and assisting with any queries, generally ensuring all guests are well looked after
- Overseeing florists' setup in the Great Hall and other spaces around the house
- Laying out chairs for a ceremony
- Greeting musicians and ensuring they know where they are positioned for the event and helping support them with any power requirements
- Overseeing caterers load into the kitchens and making sure they are ready in time for

the drinks reception

- Overseeing suppliers setup a bar and making sure they are ready in time for the drinks reception
- Watching over guests to ensure they are safe, e.g. making sure they are aware of any trip hazards, as well as dealing with and reporting any incidents that may occur
- Looking after the bride, including helping with her bouquet, straightening out her dress and helping her with anything else she requires
- Overseeing a photographer taking pictures of the bridal party within different spaces
- Using a radio to communicate with your colleagues between the spaces in the house
- Driving a golf buggy with items from the event or people
- Assisting with guests who may have limited mobility, ensuring the simplest and more convenient route is used for them
- Assisting with fire evacuation of guests in the event of a fire

Personal Qualities:

- A confident and mature approach is essential. Must be self-motivated
- communicating with others and able to act on own initiative.
- Ability to work within a team – but also take responsibility for actions and work on own initiative.
- Demonstrate commitment to providing a high level of customer service.
- A good eye for detail with the determination to ensure that all aspects of the event are in place.
- Willing to work evenings and weekends.
- Calm, friendly manner and positive attitude.
- Excellent team working and awareness.
- A positive and outgoing personality is essential.
- Commitment to develop expertise and having the courage to try new things.
- Supporting others to succeed.
- Full UK driving license/provisional license required to drive a buggy whilst working
- an Event.