Event Supervisor Role Job Description

Name of Requestor & job title:	Hannah Cantrill- Senior Event Sales Manager
Department:	Venue Hire
Job Role Requested:	Event Supervisor
Date Of Request:	20/10/2026
Onsite Arrangement:	Zero Hour
Salary:	£16.37 per hour plus 12.7% holiday uplift

About Us

The Charterhouse is an almshouse and historic estate situated in the heart of London, on the border of Islington and the City. Our mission is to provide a home for people aged 60 and over with housing, financial, or social needs, supporting independent living within a community environment while preserving our heritage for future generations.

Our site comprises a complex of buildings and courtyard gardens that reflect nearly 700 years of London's history. Since our origins in 1348, the Charterhouse has evolved through three defining eras: a medieval Carthusian monastery, a grand Tudor mansion, and finally, a celebrated charity established by Thomas Sutton in 1611, which we remain today.

We balance the provision of a home and care for our residents with a vibrant public engagement programme including tours, lectures, and open garden evenings. Our commercial activities also include a thriving venue hire operation for conferences, receptions, and location filming. The Charterhouse is a friendly, professional, and unique place to work.
Formally known as Sutton's Hospital in Charterhouse, we are a registered charity and a member of the Almshouse Association.

About the Role

We are looking to recruit an Event Supervisor who is pro-active and customer-focused, to join our Venue Hire team to deliver first class customer service. This role is a zero-hour contract and hours will fluctuate month to month. The position provides an opportunity for a motivated and enthusiastic individual to make a significant contribution to an ambitious heritage site with a burgeoning Venue Hire business in the heart of London.

Key Responsibilities:

- Assisting in the running and supervision of all commercial hire activities (events, filming, creative hire)
- Ensuring that all event agendas and event briefs are met
- Supervise event setup, execution, and breakdown, ensuring all details are executed to client specifications.
- Oversee guest services, ensuring high standards of hospitality are maintained at all times.
- Manage event logistics, including schedules, staffing, inventory control, and equipment setup.
- Manage a team of event staff, assigning duties, providing guidance, and monitoring performance.
- Monitoring all event operations with health and safety guidelines in mind

- Liaising with clients and contractors to coordinate event details such as timings, catering requirements, production details
- Resolve any issues or conflicts that arise during events quickly and effectively.
- Monitoring event activities to ensure that it runs smoothly and efficiently prioritising Brothers safety (assist with access if necessary)
- Fully taking care of Front of House duties such as room setups, waiting tables, serving food and beverage following an event brief.
- Independently supervise events such as Conference, Weddings ,Dinner Receptions, Filming Events.
- Return remaining stock to the manager after the event and provide a detailed report of stock usage.
- Restore the venue space to its original condition, ensuring it is clean, organized, and ready for the next use. Sign off the venue space with the relevant personnel to confirm it has been left as found.
- Ensure Front of House is in keeping with the building standards, and that all guests, clients, and suppliers adhere – reporting any breaches immediately to the duty manager.
- To ensure that any customer complaints are actioned and where possible resolved
- For events of up to 30 guests, be responsible for ensuring agency staff are properly dressed and briefed before the event begins. Delegate duties before and continually monitor staff performance to ensure highest standards of service are always maintained.
- Co-ordinate with chefs/the kitchen team throughout an event to ensure that food is served on time, correctly presented and as the client has ordered and expects.
- Liaise with contractors throughout the event to ensure the set up and derig of the event is as required and report any issues to duty manager

Experience:
We are looking for someone with previous experience in events, hospitality, venue hire or a similarly customer-focused environment. You will have experience of providing excellent customer service, working as part of a busy team and managing a range of practical tasks. Previous experience supporting the delivery of events would be an advantage, but most importantly, you will be organised, proactive, hands-on and confident working with clients, suppliers and colleagues to deliver an excellent event experience.

Proposed recruitment strategy:
- Closing date for the applicants – As soon as sufficient and reasonable applicants have applied
- Review and shortlist applicants
- Stage 1: Arrange telephone interview for 30 minutes.
- Stage 2: Face-face interview
- Stage 3: Shadow shift with duty manager.

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For further information about the Charterhouse please see our website: www.thecharterhouse.org or contact Hannah Cantrill, Senior Events Manager (hannah.cantrill@thecharterhouse.org) for an informal chat about the role.