



Post	Events Squad Team Member
Reports to	Venue Manager & Operations Lead
Contract Type	Casual/Part-time/ Event-based
Salary	Competitive hourly rate
Location	12 Acklam Road, London, W10 5QZ

About Acres

Acres, formerly Subterania and prior to that, Acklam Hall, is a reimagined venue in the heart of Portobello. With a legacy rooted in live music and cultural history, the space now welcomes a new era of weddings, community events, private parties, brand activations, and creative productions.

About the squad

We are assembling a dynamic team to deliver unforgettable experiences at Acres — from the first sound check to the last call. We are recruiting for various roles within the Squad and Team members may be required to work across all roles.

Roles Available:

1. Bar Staff

Purpose:

To deliver high quality, efficient bar service across a range of events.

Responsibilities:

- Serve alcoholic and non-alcoholic drinks in a timely and professional manner
- Set up and close down bar stations, including restocking and cleaning
- Efficiently manage token-based drink systems and card-only transactions
- Maintain cleanliness of bar area and uphold licensing regulations
- Up-sell drinks and promote premium service packages
- Work with the Event Support Team to manage event flow and guest needs
- Stock replenishment
- To implement Challenge 25
- Liaise with management & security in the oversight of operations throughout each event.

- Commitment to our Equality, Diversity and Inclusion policy and procedures

Essential Skills:

- Previous bar experience not required, but is desirable
- Alcohol service knowledge (spirits, beer, wine, mixers)
- Excellent interpersonal skills and customer focus
- Confidence with fast-paced, high-volume environments

2. Front of House (FOH) Team

Purpose:

To provide a warm, professional, and smooth welcome to all guests and serve as a key point of communication throughout all events.

Responsibilities:

- Greet and check-in guests using guest lists or ticketing platforms
- Provide information, direction, crowd management and flow, and respond politely to guest queries
- Oversee cloakroom (if required) and assist with accessibility needs
- Act as a brand ambassador for Acres and ensure a professional guest experience aligned with our core values
- Monitor guest welfare and report any incidents or concerns
- Liaise with management and security to oversee smooth operation throughout
- Commitment to our Equality, Diversity and Inclusion policy and procedure

Essential Skills:

- Confident, friendly, good interpersonal and communication skills
- Calm under pressure and able to multi-task
- Knowledge of Front-of-house, box office, or reception roles (desirable)
- Punctual, presentable and a Team player (essential)
- Excellent customer service (essential)

3. Event Support Team

To support the overall operations of events — before, during and after — including setup, safety, and logistics.

Responsibilities:

- Assist with event setup and breakdown (equipment, furniture, signage, props, decor etc.)
- Support the bar, team, FOH team and technical teams, as required
- Monitor venue cleanliness and report maintenance issues
- Help enforce health & safety policies, crowd management, and fire safety protocols
- Log incidents, lost property, and post-event evaluations
- Liaise with management and security to oversee smooth operation throughout each event.
- Commitment to our Equality, Diversity and Inclusion policy and procedures

Essential Skills:

- Understanding of event safety and compliance
- Flexible, available to work nights and weekends

General Requirements (All Roles)

- Must be over 18
- Must have the Right to Work in the UK
- Willing to work at flexible times to serve the events industry - evenings, weekends, and holidays
- Reliable, punctual, and professional
- Interested in live events, hospitality, or creative spaces

What We Offer

- Competitive pay
- Training (e.g. Fire Safety, First Aid, Venue Briefings)
- Work experience in a fast-growing event venue.
- Opportunity to learn and grow with a rapidly expanding venue operation.



How to apply

Please come along to any one of our two recruitment Open evenings where you will learn more about Acres, meet the team and learn more about what we do!

Our management team will be conducting brief interviews so, bring along your up-to-date CV and be willing to tell us why you'd be a good Member of the Squad at Acres.

Start date: December 2025