

Events Steward – Casual

The Riverfront Theatre and Arts Centre

Grade 1 SCP 08 / £14,987 pro rata / £9.30 per hour

Newport Live is an award winning not for profit sport, leisure, and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that 'inspire people to be happier and healthier'.

Newport Live is a not-for-profit organisation and registered charity delivering theatre, arts, sports, leisure community and cultural services within the City of Newport across venues and the wider community. Newport Live operates one of the leading arts venues in South Wales, The Riverfront Theatre and Arts Centre, and is now seeking to appoint an Events Stewards to join the team on a casual basis, to be an integral part of the team welcoming our visitors to the theatre.

You will be a pivotal member of the team in delivering and maintaining high-quality customer service within a fast-paced and dynamic environment, an incredibly important role within our team at the Riverfront.

We are looking for a candidate with the right attitude, a person capable of reflecting the vision and values of Newport Live in everything that they do. This position will require a passion to provide outstanding customer service and embrace, develop and sound understanding of, and an enthusiasm for, the programme across the broad Riverfront programme as well as across the whole of Newport Live, to support us with keeping people safe during their visit.

A flexible attitude towards hours of work is essential as shifts will include weekends and evenings.

The successful applicants will work across Newport Live venues and at external venues as directed. The position will require the post holder to work early mornings, evenings and weekends on a casual basis.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

Application Process

You can download an application form and job description via the Newport Live website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk.

For an informal discussion regarding the post you can contact Newport Live's Box Office Manager, Andrew Irving on 01633 656757 or via andrew.irving@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

This post is part of an ongoing recruitment process. You will be notified upon receipt of application and advised of next steps within the recruitment process.

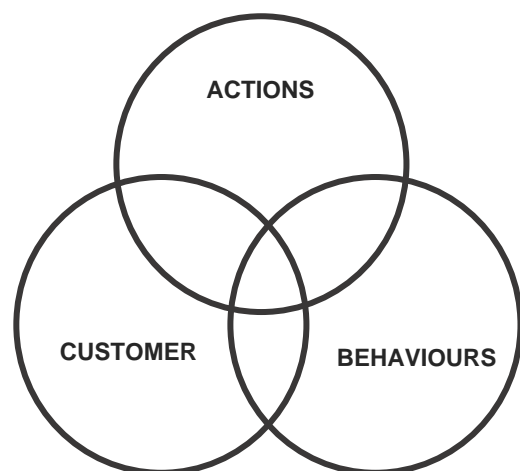
JOB DESCRIPTION

POST:	Events Steward- Casual
JOB PURPOSE:	The primary role of this position is to assist in ensuring the safety and control of audiences. To be a point of contact between the Front of House / Duty Manager and the customer.
RESPONSIBLE TO:	Front of House/ Duty Manager
SALARY:	Grade 1 SCP 08 / £14,987 pro rata / £9.30 per hour
KEY RELATIONSHIPS:	Customers, Technicians, Operational staff, Visiting Companies
BASE LOCATION:	The Riverfront Theatre and all other Newport Live venues
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings, and weekends on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded

as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To greet customers at the point of entry to the Riverfront, directing visitors with where they need to go and helping with their enquiries.
- 2** To positively engage with customers and be familiar with the Riverfront programme, understand and be conversant with the event you are working.
- 3** To show customers to their seat's, ensuring overcrowding does not occur in any one area and the flow of the audience is not restricted. Keeping gangways and access points clear at all times.
- 4** To be sales focused, and responsible to support all sales opportunities including, selling programmes, ice creams and other merchandise to customers, in line with Newport Lives financial procedures and policies.
- 5** To be familiar with and understand the procedures for dealing with emergencies and evacuation, including important knowledge of the layout of the building, the location of fire exits and equipment, along with their role in evacuation/emergency procedures. To assist in evacuation of the building during an emergency as swiftly as possible.
- 6** Be aware of health and safety issues within your work area, ensuring all regulations in relation to health and safety are always adhered to.
- 7** To ensure good lines of communication exist between customers and the Front of House Manager or Duty Manager.
- 8** To ensure policies and procedures are always implemented, helping with any situation that may occur during an event or performance, to always be mindful of the safety of the audience and all colleagues. To ensure the appropriate reporting procedure is always followed, reporting to the Duty Manager.
- 9** To ensure Riverfront is always kept in a clean and presentable manner. To include litter picking all areas of the building, checking cleanliness of toilets, cleaning auditorium after performances.
- 10** To maintain high standards of customer care at all times. To engage with customers, to enhance the customer experience by promoting a welcoming atmosphere to all customers
- 11** At busy times to assist in other areas to alleviate queues and congestion i.e., providing tickets, clearing tables, or serving on the bar.
- 12** Any other duties commensurate with the post as directed by service members of staff.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work

to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

EVENTS STEWARD- CASUAL – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	2.1 Good literacy and numeracy skills (A/I)	2.2 Knowledge of relevant Health and Safety requirements (A/I) 2.3 First Aid at Work Certificate (A)
Knowledge, Skills & Competencies	3.1 Flexible to provide assistance in various FOH areas (A/I) 3.2 Ability to work as part of a team (A/I) 3.3 Good communication and interpersonal skills (A/I)	
Experience		1.1 Previous experience in a similar usher / steward / Front of House (A/I) 1.2 Previous experience of dealing with the public (A/I)
Personal Attributes	4.1 Commitment to providing high quality customer service (A/I) 4.2 A pleasant and friendly manner (A/I) 4.3 Ability to work under pressure (A/I)	
Other	5.1 Able to work evenings, weekends, including Bank Holidays (A/I) 5.2 Able to arrange own transport (I)	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre