

Job title: Steward

Department:

Service Area:

Grade:

JE number:

1 Job purpose:

To provide outstanding customer service to all patrons of TRCH in a stewarding role, ensuring the welfare, enjoyment and security of the customers at all times.

2 Principal duties and responsibilities

1. To welcome patrons, check the validity of all tickets and provide directions and assistance as required.
2. Have complete knowledge of the evacuation procedures and your role in it. Carry out this role, when requested by a Duty Manager, enabling the efficient and safe evacuation of the audience.
3. When required and rostered to do so, to be present inside the auditorium remaining vigilant, observing the audience during the performance, to ensure their safety, well being and comfort.
4. To actively sell confectionery, programmes and any other merchandise and to comply with current house cash procedures and policies. To be solely responsible for your float and all monies whilst in your possession.
5. On any given performance ensure that freezers, on the level you have been assigned to, are replenished with stock, reporting any stock that is faulty and carry out a stock take as and when deemed necessary by the duty manager.
6. When required, run the cloakroom facility, ensuring safe keeping and re-allocation of customer belongings. The cloakroom should be clean and presentable at all times, with an emphasis being on security of all equipment and items left in our care. To be solely responsible for your float and all monies whilst in your possession.
7. When required, to be able to run the Access Desk, at times simultaneously with the cloakroom facility, and have a clear understanding of how the Sennheiser equipment works and how to clean and prepare it for customer use.
8. When required to do so, to prepare the kiosk for opening one hour prior to performance time, ensuring that kiosk is clean and presentable at all times.
9. When required to ensure that there are adequate levels of stock in the kiosk and to re-stock from store as required.
10. When required and rostered to do so, ensure that merchandise is counted and replenished as necessary, reporting any stock that is faulty, and assist with reconciling as and when deemed necessary by the duty manager.
11. When required to do so, at the end of a performance, assist with the distribution of marketing material, the collection of charity monies and ensuring your floor is clear of rubbish.
12. Attend agreed training courses relevant to the post.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health

and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: None

6 Post holder's immediate supervisor: Head Steward

Prepared by/author: Kate Collins **Date:** May 2014
Job title: Front of House & Operations Director

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: **Date:**

Person specification



**Nottingham
City Council**

Job title: Steward

Department: Community Services
Service Area: Sports, Culture & Parks – Theatre Royal & Concert Hall
Grade: GLPC 6-A
JE number: JE1000003137

| Areas of responsibility | Requirements | Measurement | | | | |
|----------------------------|--|-------------|---|---|---|---|
| | | P | A | T | I | D |
| Customer Service Skills | Experience of and a commitment to delivering excellent customer service and as part of a team. | | ✓ | | ✓ | |
| Numeracy Skills | A good standard of numeracy. | | ✓ | | ✓ | |
| Working under Pressure | Ability to remain calm and in control in any situation. | | ✓ | | ✓ | |
| Communication Skills | Excellent communication and interpersonal skills Ability to interpret on-going instructions correctly, working well on own initiative. | | ✓ | | ✓ | |
| Working Pattern Desired | Experience of and willingness to regularly work long or unsociable hours | | ✓ | | ✓ | |
| Skills & Experience | Desirable but not essential: First aider or willingness to undertake these duties. Experience of working in a theatre, concert hall or equivalent and knowledge/passion for the arts. Be prepared to undertake any other training that is relevant to the post. For example, manual handling and evac chair training | | ✓ | | ✓ | |
| Work Related Circumstances | Willingness to comply with the City Council's non-smoking policy. | | ✓ | | ✓ | |

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence