

Job Description

Front of House/Event Steward

The Stoller Hall, Carole Nash Hall and Chetham's School of Music

Flexible Part-Time Role

Hourly Rate: £7.50

Role

- To meet and greet all customers visiting The Stoller Hall and/or Chetham's in an open, welcoming and friendly manner
- To provide front-line customer experiences; engaging with customers in all of Chetham's and The Stoller Hall's event spaces, seating visitors, providing information and advice and checking tickets
- To be an ambassador for Chetham's and The Stoller Hall, a first point of contact for all visitors, providing a world class customer experience
- To chaperone guests in accordance with Chetham's safeguarding policies
- To understand emergency procedures and to take responsibility for the safe evacuation of the public in the event of an emergency
- To take responsibility for ensuring the venue is clean, tidy and presentable in line with providing a world class customer experience
- To take responsibility for keeping up to date with the events programme at The Stoller Hall and Chetham's
- To be responsible for the safe and accurate keeping of money and stock when selling ice cream, confectionary, programmes and other merchandise
- To operate EPOS (Electronic Point of Sales) and related software
- To follow existing cash handling and sales procedures
- To undertake any other duties as required by the Duty Manager or Head of Department

Person Specification

Essential

- You will be a highly motivated team player who can demonstrate a genuine passion and belief in creating and providing an exceptional customer experience
- A proactive and enthusiastic person with excellent communication skills
- A positive and flexible approach to work
- Excellent time keeping skills with a committed and responsible attitude
- Ability to react quickly to new information and situations
- A smart, well-groomed appearance is essential (basic uniform items will be provided)
- At least three GCSEs (or equivalent) at grades A* - C

Desirable

- Previous experience in a customer facing role
- Knowledge of and passion for music and the arts

Safeguarding Children Policy Statement

Chetham's Safeguarding Children Policy and Procedures are available on Chetham's website.

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the above job description

Employee's Name

Employee's Signature

Date