



## Job Description

**Job Title:** Casual Staff – Steward

**Responsible to:** Front of House Managers / Assistant Front of House Managers

Bristol Beacon is a music charity, renowned venue, and award-winning music education hub. We're here to help make space for music every day, with everyone. We do this through a remarkable programme of live music performance, participation, and education. Our vision is to unite people through the joy of live music and believe that doing so has the power to create a better society for all of us.

Part of Bristol's cultural heritage for 150 years, Bristol Beacon has hosted some of the world's greatest musicians from Ella Fitzgerald to The Beatles to London Symphony Orchestra. We strive to be a symbol of hope and community, a focal point for music and a place of welcome, warmth and light.

Operated by Bristol Music Trust since 2011, in 2018 we embarked on a major capital transformation of our venue to create a world-class concert hall for the city and region, with accessibility and inclusion at its core. Hailed as one of the most significant investments in cultural infrastructure in the UK in recent times, we reopened in November 2023 with a programme that included landmark commissions, celebrations of Bristol artists and performers, star names in music and comedy, and a blockbuster Orchestral season. With an ambitious ongoing programme of concerts, gigs, festivals, conferences and more, and with new spaces dedicated to education and talent development, we anticipate hosting 800 events and welcoming 400,000 visitors per year from across Bristol, the Southwest and internationally.

As an organisation we are equally and increasingly recognised nationally for our work to grow music education and participation. We have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music Education Hub lead for Bristol, we deliver the National Plan for Music Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led Transformation Promise programme is backed by strategic funding partners and includes working with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

We are showing further sector leadership through our sustainability commitment to become the first UK concert venue to achieve Net Zero.

We achieve all of this through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference and place great importance on inclusion, wellbeing, and staff engagement, so that our team can be their best selves at work.

## Purpose of the Role

At Bristol Beacon we believe in creating unity and joy through live music. Our Stewarding Team support this by delivering world class customer service to our visitors. As part of our Stewarding Team, you will play an essential role in enhancing the experience of our visitors by ensuring the safety, security and enjoyment of all visitors including key responsibilities during an emergency.

Our stewards act as ambassadors for Bristol Beacon, promoting its facilities and services with natural flair and enthusiasm. Our Stewarding team thrive in dynamic fast past environments and have a passion for contributing to memorable live experiences.

## Key Responsibilities

1. Proactively help all visitors, enhancing and improving their experience of Bristol Beacon and ensuring they feel welcomed, safe and at ease throughout their visit.
2. Engage positively with visitors to make them aware of and adhere to house or event-specific policies.
3. Offer directional assistance, answer queries, provide information, manage queues and assist in crowd control.
4. Check tickets using a combination of handheld scanning technology and visual inspection.
5. Provide support and assistance to visitors with access requirements.
6. Take a proactive approach to resolving customer issues and problems, escalating promptly to a supervisor or Front of House Manager when appropriate.
7. Maintain a thorough knowledge of all of Bristol Beacon's facilities and services. Engage with customers about what we have to offer and actively promote the bars, restaurants, retail and merchandise offers at the venue.
8. When working in the cloakroom, ensure the safe receipt, storage and return of customer items, and reconcile any cash received. When tasked with selling and promoting merchandise, do this proactively and enthusiastically and accurately, reconciling any cash received through and processing card transactions accurately, efficiently adhering to data protection.
9. Maintain immaculate personal presentation and uniform standards.
10. Take pride in our space by maintaining excellent presentation standards throughout all areas. Assist with rubbish clearance at busy times such as between closely scheduled events.
11. Maintain a proactive approach to the health, safety and security of all visitors and staff at all times. Proactively monitor front of house areas and audience behavior, both inside and outside our spaces.
12. Maintain a thorough knowledge of role responsibilities in emergency situations. Assist visitors and staff calmly and efficiently, in the event of an evacuation.
13. Take instructions from Front of House Managers, as well as supervisors, including any other duties as may be reasonably required by the Front of House Management team.
14. Comply with opening and closing shift procedures, health and safety procedures and all relevant Bristol Music Trust Policies and Procedures as required.

This role includes extended periods of standing and climbing stairs. Duties may be carried out both inside and outside our buildings and at other venues.

In the course of delivering exceptional customer service, you will receive appropriate training to include but not limited to the use of the radio communication system, disability awareness and customer service.

### Employee Specification:

**Essential** – The role holder must have the following Core and Additional Role Specific competencies:

#### Core Competencies

##### COMMUNICATION

- Is able to exchange basic information in a courteous and effective manner to peers, line managers and customers.
- Able to organise own activities.
- Demonstrates an understanding of the views of others and communicates in a realistic and practical manner and builds positive working relationships.

##### ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.
- Adapts and works effectively in different situations in order to carry out a variety of tasks and remains calm, positive, and level-headed under pressure.

##### CUSTOMER SERVICE

- Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

##### TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of others needs and skills.
- Acts in a supportive manner to the team.

##### PLANNING AND ORGANISATION

- Provides work on time and to required standard.
- Is able to respond positively to changing priorities of the business.

#### Role Specific Competencies

##### NUMERACY AND ACCURACY

- Take different forms of payment for merchandise and other sales, ensuring accuracy of payments.

PROFESSIONAL EXPERIENCE (we will provide training, but some previous experience is welcomed)

- To have previous experience of working in an arts/music venue/concert hall/theatre in a similar position.
- Previous experience of providing high standards of customer service.
- Retail experience.

## Special Conditions

Please note that you must be 18 years of age or older to apply for this position. This is because we are a live music venue that serves alcohol, and some shows are later night shows that may not be appropriate for all age ranges.

By the nature of this post, the majority of duties will take place in the evenings and weekends, and you will be required to work during these times, however some events take place during the day.

Your shift pattern will be agreed in advance with a Front of House manager in accordance with the requirements of Bristol Beacon's shows and events and provided to you on StaffSavvy, our online rostering system.

## Other Duties

The role holder will carry out any other duty that is reasonably required.

## Place of Work

Your usual place of work is Bristol Beacon, Bristol, but you will be required to work at other locations that are reasonably placed, including Beacon Music Centre in Southmead and any external temporary sites for planned shows and events.

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Date Created / Modified: November 2024

Created by: FOH & BB People Team

Approved by: BB People Team

## Outline of Terms and Conditions

Role: Casual Steward

Contract: This role will be offered on a casual contract basis (worker status)

Hours: Bristol Beacon makes no guarantee of hours. Applicants must be available to work flexibly when work is offered, and you will be offered shifts in the evenings and weekends and also at times during the day. Shift patterns and their start and finish times will often vary, and you will be required to work outside of the standard business hours. In return we do not ask for a minimum number of hours from you.

As a guideline, typical shifts are 3.5 hours in length, and the standard business hours for Bristol Beacon are 7am – 11pm, Monday – Sunday. We will prepare and circulate in advance a rota on our shift management system, StaffSavvy, to notify you of the days/hours of work we can offer, and you can accept shifts based on your availability.

Hourly Rate: £12.00 per hour

Holiday: 28 days holiday (including 8 days bank and public holidays) per year pro-rata, accrued based on hours worked. Holiday is then paid to you as it is accrued, within each pay period.

Pension: Bristol Beacon have a group contributory Pension Scheme with a 5% employer contribution, and a minimum employee 4% contribution.

### Application Procedure

To apply, please complete our application form on StaffSavvy, our online recruitment portal, please use our application guidance to outline your experience and skills against the employee specification for the role and describe why you would like to be part of our team.

If you require our application form in an alternative format or have questions about the role or our recruitment process, please contact The People Team [HR@bristolbeacon.org](mailto:HR@bristolbeacon.org)

Reasonable adjustments will be made for applicants, please let us know if you have any needs. Disabled applicants who meet the minimum essential criteria for the role, will be offered an interview.

We are looking for staff to join us as soon as possible in this role, so if you are shortlisted for the role we will contact you to arrange an interview.

The closing date for this role is 9.00am Tuesday 3 December 2024.

*Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.*

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