



Job Description

Job Title: **Casual Staff - Steward**

Responsible to: Front of House Managers

Bristol Music Trust

Run by Bristol Music Trust, and known as Bristol Beacon, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

As an organisation increasing in national importance, 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 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 programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

In November 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This space will be dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

Purpose of the Job

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.

Date Created / Modified: August 2023

Created by: FOH & BMT HR

Approved by: BMT HR

Outline of Terms and Conditions

Role: Casual Steward

Hours: This role will be offered on a casual contract basis and 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.

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: £10.90 per hour

Holiday: 28 days holiday (including 8 days bank and public holidays) per year pro-rata. Holiday can be booked and taken as a holiday shift via StaffSavvy.

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 Mia Eagle, People Coordinator 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.

There is no closing date for this role, we will accept applications on ongoing basis, however, 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.

Training dates will be in mid-September, and we will confirm these with you at interview, our first soft opening date is 21 October.

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.
