

Job Description

Front of House/Event Steward

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

Responsible To: Front of House Venue Manager of the Stoller Hall

Hours of work: Flexible shift-based role

Role:

- 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 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 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
- 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 programmes and other merchandise
- To operate EPOS (Electronic Point of Sales) and related software
- To follow existing cash handling and sales procedures
- To take instruction and duties from Managers at both Chetham's and the Stoller Hall (including the Stoller office team)

Person Specification:

Essential

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

Desirable

- GCSEs (or equivalent) at grades A* - C

Child Protection and Safeguarding Children:

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times.

If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

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 attached job description.

Employee's name

Employee's signature

Date