

## Job Description

### Casual Front of House Steward

Utilita Arena, Cardiff, CF10

|                     |                                               |
|---------------------|-----------------------------------------------|
| <b>Job Title:</b>   | Casual Front of House Steward                 |
| <b>Rate of Pay:</b> | £12.80 per hour (+ Holiday Pay) – Monthly Pay |
| <b>Job Type:</b>    | Casual, Zero Hours                            |

Must be **over 18** to apply; training provided for successful applicants.

### Closing Date for Applications:

Friday 18th September 2026 at 10am.

*Please note that we have the right to close the application deadline early should we receive a maximum number of applications.*

### KEY DATES

| <b>Interview Dates:</b>                                                                                                                                      | <b>Mandatory onsite Induction<br/>(if successful)</b>                              | <b>Starting Period:</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------|
| 18 <sup>th</sup> , 21 <sup>st</sup> , 22 <sup>nd</sup> & 23 <sup>rd</sup> September 2026<br>5 <sup>th</sup> , 6 <sup>th</sup> & 7 <sup>th</sup> October 2026 | 8 <sup>th</sup> October, <i>or</i> , 13 <sup>th</sup> October 2026<br>at 3pm – 7pm | Early October 2026      |

### Job Purpose

Casual Front of House Stewards at Utilita Arena Cardiff are some of the first members of staff our guests will encounter. Creating a positive first impression of the arena is essential.

We are looking for team members who put our customers first, are safety and security conscious, are team players who communicate clearly and effectively and can bring positive energy to every event.

The ideal applicant will be able to demonstrate a proven commitment to exceptional customer service, with strong attention to detail and an enthusiasm for creating memorable experiences. Our guests have high expectations when they visit Utilita Arena Cardiff and we are looking for team members who consistently meet and exceed those expectations.

Casual Front of House Stewards play an essential role in the success of our events and the safety of our venue. At all times, stewards are responsible for helping ensure the care, comfort and well-being of all customers and visiting companies.

Stewards actively assist in the operations of the front of house areas of the venue, to ensure the smooth running of each event.

The live entertainment industry can be exciting, rewarding and fast paced. While you'll have the opportunity to be part of some of the biggest events in Cardiff, the role can also be demanding and occasionally challenging. We are therefore looking for individuals who can remain calm, professional, and approachable under pressure.

Stewards are employed on a casual basis on a zero-hour contract. Shifts are offered out in advance of events and you confirm which shifts you are available to work. You must be able to work a minimum of 3 shifts per month.

Although you will join as a casual team member, we provide a great working environment where you you'll be part of delivering unforgettable live experiences. You'll have the opportunity to work alongside some of the biggest names in entertainment performing in Cardiff and be part of Live Nation, the world's largest live entertainment company.

### Shift times:

Casual Front of House Steward shifts usually begin between 5.30pm/6:00pm and typically run until approximately 11.00pm-11.30pm.

But as with all live events, times can vary slightly, so a little flexibility goes a long way!

### Key Requirements

#### Competencies / Skills / Knowledge / Experience

- Over 18 years old.
- Ability to converse in fluent English.
- Experience in a customer facing role with a professional approach, with at least 1+ year's service.
- Excellent communication and interpersonal skills.
- A confident individual who is committed to demonstrating outstanding customer service at all times.
- Essential Health and Safety awareness.
- Disability awareness.
- Able to work in a high pressure and fast paced environment.
- A proactive hands-on approach with all job activities required, including; cleaning duties, set up, seat rip.
- Punctuality and presentation to the dress-code standards.
- The ability to work casual shifts. This involves working weekends, days, nights and late evenings.
- The ability to work on own initiative and as part of a team, with a flexible, proactive, working approach.
- Committed to high standards.
- And of course, a passion for live music.

|                   | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Desirable                                                                                                                                                                                    |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge</b>  | <ul style="list-style-type: none"> <li>* Disability awareness.</li> <li>* Essential Health and Safety awareness.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>* Disability Awareness Training qualification.</li> <li>* ACT Awareness Training qualification.</li> <li>* First Aid Training.</li> </ul>             |
| <b>Skills</b>     | <ul style="list-style-type: none"> <li>* Ability to converse in fluent English.</li> </ul> <p>Excellent communication and interpersonal skills.</p> <ul style="list-style-type: none"> <li>* Able to work in a high pressure and fast paced environment.</li> <li>* The ability to work on own initiative and as part of a team, with a flexible, proactive, working approach.</li> <li>* Ability to deal politely and professionally with customers from a diverse range of cultures and backgrounds.</li> </ul> | <ul style="list-style-type: none"> <li>* The ability to speak Welsh.</li> <li>* Upselling and sales awareness.</li> </ul>                                                                    |
| <b>Experience</b> | <ul style="list-style-type: none"> <li>* Experience in a customer facing role with a professional approach, with at least 1+ year's service.</li> </ul>                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>* Experience of working in a busy environment.</li> <li>* Manual Handling experience.</li> <li>* Experience working in a hospitality role.</li> </ul> |

|              |                                                                                                                                                                                                                            |                                                                                                                                           |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Other</b> | <ul style="list-style-type: none"> <li>* Over 18 years old.</li> <li>* Able to work at least 3 casual shifts a month.</li> <li>* Ability to work weekday evenings.</li> <li>* Ability to work weekend evenings.</li> </ul> | <ul style="list-style-type: none"> <li>* Interest in live music.</li> <li>* Interest in the live music / live events industry.</li> </ul> |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|

## Principal Accountabilities

### What the role includes:

- To provide a high standard of customer care in line with the venue policy and promote a professional image of the venue and Live Nation at all times.
- To be familiar with the layout of the venue and available facilities, including; first aid, toilets, refreshments, concessions, etc. to assist the public with relevant information.
- Attend pre-event briefings, ensuring familiarity with arrangements for evacuating the audience, including coded messages.
- Carry out pre-event checks.
- To ensure a smooth flow of people entering and exiting the venue by ticket checking and ticket scanning.
- Assisting and seating customers.
- Selling confectionary during an event.
- To monitor crowd movement and activity.
- Dealing with and resolving problems.
- Implementing emergency procedures / evacuation procedures and assisting as required.
- Ensuring compliance with Health and Safety regulations.
- Occasional set up of the arena, including numbering of seats as per the seating plan, ensuring that all faults are logged for repair.
- Preparation of cloakroom and hospitality area(s).
- Updating posters and leaflets around the venue, ensuring that all advertising material is up to date and relevant.
- Assist with the seat rip at the end of seated events (removal of chairs from the arena).
- Undertake any other duties as required.

### Essential Experience:

Customer service experience is essential for this position:

- You must be able to evidence at least 1 year of experience in a customer-facing role.

### Shift availability:

- Must be able to work at least 3 casual shifts a month
- Flexibility to work irregular hours (weekends/evenings/public holidays)
- Weekday and Weekend Evenings (required)

### Working Environment:

- Due to the nature of the live events industry, most events at our venue take place on evenings, weekends and bank holidays – which involves working unsociable hours.
- Required to wear Venue Polo Shirts and HiVis at all times, including any other Personal Protective Equipment (PPE) as required.
- The arena can be a very loud and noisy environment. To protect staff from the effects of noise, all members of venue staff working within the main arena for any type of show are required to wear hearing protection.
- There is a requirement to spend long hours standing up and a degree of physical activity, including lifting and carrying equipment, with reasonable adjustments considered.
- Working in a front of house customer facing environment, there may be instances of abusive and demanding customers where diplomatic skills will need to be applied.

## Equal Opportunities

We are committed to equality of opportunity and welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.

## To apply:

Please visit:

<https://www.utilitaarenacardiff.co.uk/join-our-team>