

## Job Description

### Casual Front of House Steward

Utilita Arena, Cardiff, CF10

**Remuneration:** £11.50 per hour (ages 16+, + Holiday Pay) – Monthly Pay – Temporary, Zero Hours

**Closing Date for Applications:** Thursday 12<sup>th</sup> September 2024

**Interview Dates:**

17<sup>th</sup>, 18<sup>th</sup> & 19<sup>th</sup> September

**Compulsory Induction Dates:**

1<sup>st</sup>, 2<sup>nd</sup> October (must attend one session)

**Starting Period:**

Early October 2024

We are looking for new Casual Front of House Stewards who are driven, motivated and have outstanding customer service.

Our stewards are an essential part of any of our events and venue safety. At all times a steward should be aware and ensure the care, comfort and well-being of all customers and visiting companies.

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

The music industry can be very fun at times, but it is also a very fast-paced environment.

Stewards are employed on a casual basis on a zero hour contract, shifts are offered out in advance of events and you confirm which shift(s) you are available to work. You must be able to work at least 3 shifts per month.

**Shift times:**

Shifts are usually between: 5:30pm/6:00pm - 11pm approx. (Depending on the show times)

**Key Requirements:**

- 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 uniform 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.
- Ability to converse in fluent English.
- And of course, a passion for live music.

**Desirable but not essential:**

- NVQ Safety Steward award.
- Manual Handling experience.
- Upselling and sales awareness.
- The ability to speak Welsh.
- SIA Licence

**Principal Accountabilities:**

- To provide a high standard of customer care in line with the venue policy and promoting 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. in order 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 flyers 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.

Even though you will join as a casual steward we provide a great working environment where you are part of some of the biggest names in entertainment performing in Cardiff, working for the world's largest live entertainment company, Live Nation.

**Experience:**

Customer service: 1 year in a customer facing role (essential)

**Shift availability:**

Weekday and Weekend Evenings (required)

Night shift (required)

**To apply:** Visit <https://www.utilitaarenacardiff.co.uk/join-our-team>