



Job Description

Events Staff

Stoller Hall and Chetham's School of Music

Contract Type: Permanent role

Responsible To: Front of House and Event Manager of Stoller Hall

CONTEXT:

Chetham's School of Music is the UK's largest specialist music school, offering an unparalleled music and academic education to 300 of the world's finest young musicians. Stoller Hall opened as part of Chetham's in 2017, an intimate music venue offering an exceptional acoustic for professional concerts and student performance.

PURPOSE:

Events Staff will take on responsibilities across different areas of event delivery and be a first point of contact for visitors, providing a high standard of customer service. This will include the roles of front of house steward, backstage reception, box office cashier, and bar staff. The role requires flexibility to move between these roles, as demand requires. Full training will be provided on all aspects of the role. Events Staff will be positive and friendly team players who can work comfortably under pressure and across a wide variety of events.

Steward Role – Front of House and Backstage

1. Meet and greet all customers and clients visiting Stoller Hall and/or Chetham's in an open, welcoming and friendly manner

2. Provide front-line customer experiences - engaging with customers and clients in all of Chetham's and Stoller Hall's event spaces, seating visitors, providing information and advice and checking tickets
3. Chaperone guests in accordance with Chetham's safeguarding policies
4. Understand emergency procedures and take responsibility for the safe evacuation of the public in the event of an emergency
5. Take responsibility for ensuring the venue is clean, tidy and presentable
6. Take responsibility for keeping up to date with the events programme at Stoller Hall and Chetham's
7. Carry out pre-opening checks including fire routes and evacuation exits.
8. Be responsible for the safe and accurate keeping of money and stock when selling programmes and merchandise
9. Follow existing cash handling and sales procedures
10. Any ad hoc administration tasks as required

Box Office Role

1. Sell tickets and other merchandise at Stoller Hall Box Office
2. Take telephone bookings and answer customer queries
3. Manage cash, chip & pin, and customer not present transaction
4. Collate, print and prepare advance ticket purchases for collection
5. Prepare and distribute guest and press tickets on the night of the performance
6. Advise customers with specific access requirements on appropriate seating, sightlines and hall facilities
7. Field audience feedback and complaints, escalating to the Duty Manager if required
8. Restock print materials in the Box Office and Atrium and keep the area presentable at all times

Bar Role

1. Interact with customers in an open, welcoming and friendly manner
2. Take orders, preparing and serving drinks and occasionally food items
3. Keep the bar clean, tidy and well stocked, washing and collecting glasses
4. Maintain high standards of hygiene, health and safety
5. Understand emergency procedures and ensure the safe evacuation of the public in the event of an emergency
6. Be responsible for the secure and accurate keeping of money and bar stock
7. Operate EPOS (Electronic Point of Sales) and related software
8. Actively upsell interval drink pre-orders in order to minimise queue times
9. Follow existing cash handling and sales procedures

General Responsibilities

1. Be an ambassador for Chetham's and Stoller Hall, a first point of contact for all visitors, artists and clients, providing a world class customer experience
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
4. Undertake any training necessary to meet the requirements of the post
5. Adopt a flexible approach to working hours as required by the business
6. Proactively make recommendations to enhance customer experience and improve efficiency and safety of events

7. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
8. Be open to new ideas, understand the need for change and be willing to adapt
9. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
10. Display a smart, well-groomed appearance
11. Maintain a high level of attendance and time keeping.
12. Take all possible steps to ensure a safe working environment for self and others
13. Take instruction and duties from Managers at both Chetham's and Stoller Hall (including Stoller office team)
14. Any other duties as required

Person Specification

Essential

- Previous experience in a customer facing role and actively enjoy working with people.
- 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 team player with excellent written and verbal communication skills
- A well organised approach to work, action tasks set by Managers and customer requests efficiently and effectively
- Ability to remain calm during busy periods
- Confidence to work alone as well as part of a team
- 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
- Availability to work evenings and weekends when many of the events take place

Desirable

- Knowledge of and passion for music and the arts
- Previous experience working in a bar, box office, ticket sales, or retail role
- Knowledge of Spektrix box office software (or similar e.g. Ticketsolve)
- Competence with Microsoft Office software including Word and Excel
- Knowledge of basic first aid procedures
- Understanding of emergency evacuation and PREVENT procedures



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 they come 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, they must report any concerns to Chetham's Designated Safeguarding Lead or to the Joint Principal (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 recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Signed

Name

Date