

JOB DESCRIPTION



Title:	Steward
Responsible to:	Event Managers
Contract:	Variable Hours

Principal Role

Liverpool Philharmonic's Stewarding team are responsible for supporting our visitors' experience at Liverpool Philharmonic by delivering world class customer service and ensuring that people have a safe and enjoyable experience. Working directly on our events and activities, this varied role is ideal for people who have a passion for working with people, can work as part of a team and also use their own initiative to support our visitors and help solve problems which may arise.

This role is for you if:

- You enjoy working in a fast paced, busy and customer focused environment.
- You're a great communicator who enjoys interacting with lots of different people.
- You're a proactive problem solver, able to use your own initiative to find solutions to problems, but also able to work with colleagues in the team and follow instructions from managers.

This role is not for you if:

- You feel uncomfortable or overwhelmed working in a very busy environment – our performance spaces are very busy and fast paced at events.
- You feel you may not have the confidence to proactively engage with members of the public to resolve issues or complaints. This will include situations where people's behaviour may be challenging - for example people under the influence of alcohol, whose behaviour is disrupting others or who may have views / personal opinions different to your own.
- You are unable to be regularly available for weekend and evening shifts. Availability to work regularly during these times is essential.

Please note, it is a requirement of the role that Stewards support in the setting up of performance spaces (for example laying out audience seating) before and after events and also support with merchandise and confectionary sales. This will

involve manual handling requirements. Alcohol is also sold at Liverpool Philharmonic events.

Responsibilities and duties

Visitor Experience and Event Operations

- Welcome visitors to Liverpool Philharmonic events and activities and to support them by providing assistance and helping to resolve queries or complaints.
- To be proactive in offering customer support, to attend shift briefings and retain important information for the event which is given at these. This will include event timings, house policies and information on our facilities (for example our food and beverage offer, the locations of toilets and accessible routes / lifts).
- To undertake accurate ticket scanning physical ticket or attendee list checks during event ingress – ensuring that only people with valid tickets or who are on approved lists are admitted.
- To be first point of contact for visitors for queries they may have, to help resolve complaints and respond to and help mediate disputes between visitors. This will involve responding to situations where people's behaviour may be challenging or disruptive. You will be required to escalate to a manager when necessary in line with company procedures.
- To maintain a visible presence when on duty, monitoring your area of deployment - ensuring that you do not leave your allocated position at any point except for approved reasons.
- To undertake all customer service responsibilities associated with your position of deployment correctly, for example admittance of latecomers, monitoring audience behaviour or supporting our visitors who may need extra help as one of our dedicated Access Hosts.
- To participate in the set up and turn around for non-technical elements of events. This will include the movement and setting of chairs, furniture and other event management related items.
- To undertake basic cleaning duties to ensure that our venues remain safe and presentable and to be proactive in reporting any matters which require attention to the duty Event Managers.
- To sell confectionary and merchandise at events and to undertake associated cash handling duties in line with company policy - including using PDQ and electronic till systems.

Health and Safety

- To ensure that all safety critical duties associated with your position of deployment are correctly completed. This will include completion of assigned pre and post event safety checks and support in the event of an emergency, for example evacuation or invacuation.
- To ensure compliance with your roles safety responsibilities at all times, as required by Liverpool Philharmonics Health Safety and Welfare Policy, Resilience and Emergency Operations Plan, Crowd Management Plan,



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relevant departmental policies, risk assessments or safe systems of work or instructions from managers.

- To ensure that you are available to attend on-site mandatory safety-related training sessions and any other mandatory training which we require you to undertake (for example Action Counters Terror E Learning) Advanced notice will be given of training dates or requirements.
- To be proactive in monitoring for any safety related risks and to immediately report any safety related concerns to the duty Event Manager or another appropriate senior member of staff.

Other

- To work with fellow Stewards and the wider organisation to promote a positive, proactive and inclusive team culture in line with Liverpool Philharmonic's values.
- To demonstrate an interest in Liverpool Philharmonics events programme and wider work to our visitors.
- To be compliant with uniform and personal presentation standards at all times when on duty.
- On occasion, to provide Stewarding support for back of house operations, working with visiting artists, tours, promoters, and event organisers to help backstage as directed by the Event Managers (please note this will not involve technical / production responsibilities).
- To provide support to other Liverpool Philharmonic events, for example facilitating the safe arrival and departure of young people at our Schools Concerts or helping and providing Stewarding support to other departments for their activities.

In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon the requirements of Liverpool Philharmonic.

Person Specification

We're really interested in hearing from anybody who feels that they would be a great fit for and able to meet the requirements of the job description. Previous experience as Steward is not necessary as full training will be given, however being able to demonstrate the following experience and skills are desirable.

- Customer service skills.
- Experience of working in the live events or hospitality industry.
- Experience of health and safety.
- Experience of crowd management.
- Cash handling and retail sales.
- Able to demonstrate proactivity and confidence in working with people and in responding to challenging situations.



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Personal style and behaviour:

Essential

- To be guided by our vision of a connected and hopeful world for everyone
- To have enthusiasm and commitment to Liverpool Philharmonic's mission to create powerful music experiences that bring people together.
- To ensure in every aspect of this role, your work aligns with our values:
 - We do our best work together
 - We care for each other
 - We're open & curious
 - We're brave & try new things
 - We have fun
- Commitment to Equity, Diversity, Inclusion and Belonging, and shows respect for the views and actions of others.
- Flexible approach to working
- Team player

We know that we could miss out on incredible talent joining Liverpool Philharmonic because someone might not see themselves in every single one of the person specification criteria. Do not be put off if you feel you do not tick all of the boxes – if you think you could be great for this role, please apply anyway

Please note: This job description reflects the current position. It does not preclude change or development that may be required in the future.

Working Patterns and Payment:

This is a casual role, and hours will be allocated on business need and whether the postholder is available to work on our rota system. There are no guaranteed minimum number of shifts per week. Please be aware that January and August are generally quieter periods operationally, and there is therefore less work available in these periods.

We request that all casual staff input their unavailability to work into our rota system by the 10th of each month. We publish our rotas for the following month period on the 15th of each month. For example, we will publish the full September rota on the 15th of August and will require unavailability for September on the 10th of August.

Other information:

- The minimum call guarantee for any Stewarding shift on site will be 4 hours. Generally, Stewarding shifts are, generally, 4.5 to 5 hours in length.
- Where a shift is cancelled with 7 days or less notice, the postholder will be entitled be paid the minimum call of 4 hours.
- The rate of pay is £13.45 per hour. A double time rate applies for any shifts worked on bank holidays or after 5pm on Christmas Eve and New Years Eve.
- The role is paid weekly.
- Annual leave will be accrued based upon hours worked and can be claimed via our rota system.

The notice period for this role is 1 week.



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Mandatory Training Dates:

The postholder will be required to attend a welcome evening at Liverpool Philharmonic Hall on Thursday 27th August 2026 at 6pm.

The postholder will be required to attend **either** of the following **mandatory** training dates at Liverpool Philharmonic Hall. This is a condition of appointment to the role.

Supporting in an Incident or Emergency – Scenario Training

Tuesday 8th September 2026 from 6pm to 10pm.

Or

Monday 21st September 2026 from 6pm to 10pm.

We regret that as the above training is essential for you to safely complete your duties as a Steward, if you are unable to attend the welcome evening and either of the mandatory training dates we will not be able to take your application forward on this occasion.

All new starters will undergo an event based training period supported by our Event Managers and fellow Stewards.

Equal Opportunities Statement

We champion fairness and inclusion throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We want to ensure that everyone feels welcome and everyone can thrive, regardless of who they are and where they are from.

Everyone should feel they belong and so we're committed to developing a more diverse workforce, welcoming applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.

We particularly encourage applications from disabled people, people from the global majority, and people from working-class communities, as these groups are underrepresented in the creative industries.



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