

ROLE OVERVIEW

This role is essential to the smooth-running of events and hospitality taking place in our unique Grade 1 listed concert venue, ensuring a first-class standard of customer service for all visitors and a safe and secure environment for members of the public whilst in the venue. As part of our casual team, you will play a crucial role in helping to ensure that every visitor receives a warm, confident and helpful welcome and you will always embody our organisational values with friendly efficiency.

Event Staff will support the organisation's activities by taking on responsibilities across different areas of the delivery of events. Roles will include front of house steward/usher and providing box office support and merchandise sales. The role requires flexibility to move between these roles within one shift, as demand requires. Event staff will be positive and friendly team players who can work comfortably under pressure and across a wide variety of events.

As an Event staff member, you will be required to check customer tickets, show customers to their seats and provide them with necessary building and facilities information. You will also be required to provide direction during evacuation procedures.

PERSON SPECIFICATION

We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities listed.

Essential

- Previous experience of working in a either stage, lighting or sound environment.
- Ability to work well under pressure.
- Strong interpersonal and communication skills
- Ability to problem solve and act on initiative
- A pro-active attitude with the ability to work as part of a team
- Strong work ethic and a positive can-do approach
- Excellent time-keeping skills with a committed and responsible attitude
- Ability to react quickly to new information and situations
- Willingness to be flexible and work the required hours including evenings and some late nights, weekends and some public holidays
- Understanding and enthusiasm for what Sinfonia Smith Square aims to achieve as both an orchestra and a venue

**Desirable**

- Trained in Manual Handling
- Trained in First Aid
- Experience of working as part of a team in an arts venue
- Knowledge of classical music and the wider arts industry
- Fire Marshall Training

Terms of Employment

This is a casual position, and hours will be agreed with successful candidates according to a rota agreed one calendar month in advance.

Salary: £11.50 per hour + holiday pay (minimum 3-hour call)

Pension: Sinfonia Smith Square operates a work-place pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures

Hours: flexible, according to the rota agreed one month in advance

Annual Leave: Annual Leave entitlement is calculated pro rata and paid monthly

Probationary period: Six Months

Notice Required: One Month

Start date: September 2024

HOW TO APPLY

To apply for this position, please send your CV/a summary of your experience to Lauren Atkinson, Venue Manager by email at lauren@sinfoniasmithsquare.org.uk

Recruitment to this role is ongoing and there is at present no specific deadline for applications.