

JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION	
Job title:	Festival Staff
Reports to:	Venue Manager
Direct Reports:	N/A
Date:	May 2022
JOB PURPOSE & GENERAL INFORMATION	
<p>To use a complete customer-focused approach to ensure the comfort and safety of all customers, to monitor and maintain security and safety of the site and to facilitate the smooth running of events.</p> <p>The festival staff team will manage the customer service, safety and cleanliness of the site and event spaces, ensure that staff members are aware of all that is planned for each shift and then help to facilitate its smooth delivery.</p> <p>The post holder will provide a friendly welcome to all customers and, working closely with the volunteers and event management, will ensure that the customer needs are met throughout their visit, that events run on time and that queues and ticketed access are managed efficiently and professionally.</p> <p>The post holder will also take a shared responsibility for the maintenance and appearance of the premises working within the team.</p> <p>The post is an integral part of the festival team and will be the focus for customers and crowd management during the festival and its events.</p>	
MAIN DUTIES AND RESPONSIBILITIES	
Standards & Service	
<ul style="list-style-type: none">• To ensure the safety and comfort of all customers and maintain the highest standards of customer service at all times.• To ensure all users are welcomed, guided to the appropriate area and supported by staff throughout their visit.• To maintain the security of the buildings and grounds at all times ensuring the site is vacated at the end of the evening.• To ensure that appropriate standards of behaviour are maintained on the premises by customers and staff.• To ensure that the site is maintained and cleaned to a high standard.• To monitor and control activity in the close vicinity of the festival site, including the car parks.• To maintain a calm and controlled attitude at all times.	

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- To assist with the completion of all appropriate safety checks before any event, to maintain appropriate logs and to complete any appropriate reports relating to customer behaviour, maintenance or safety.
- To ensure that all areas in use are clean, adequately prepared to stated requirements, heated, ventilated and lit in advance of customer arrival and between events.
- To understand the principles of people flow management and effectively deal with customer access for events, event intervals and other pressure points.
- To empty and set up event spaces both throughout the shift and in preparation for the following day.
- To ensure that event spaces are turned around between events, to clean the touch points and to observe and implement all relevant Covid-19 control measures.

Supporting the Event Management Team

- To liaise closely with box office, catering, bars, event and technical managers to ensure the smooth running of any event.
- To maintain systematic and positive communication within the team to ensure the highest standards of customer service, site maintenance, cleanliness and safety management.
- To assist in emergency evacuation should the situation occur.
- To assist in the publicising of events or obtain market research information if required (e.g., exit flyers after events).
- To provide ongoing feedback on ways of improving our standards of customer service.
- To ensure that all customers are guided quickly, efficiently and politely throughout the processes of queueing, entry, seating and exiting after the event.
- To check tickets and identification as required.

KEY RELATIONSHIPS

- Venue managers
- Event management
- Bars and catering providers
- Customers

OTHER:

- To maintain a positive and respectful attitude to all event staff and volunteers, its management, the organisation as a whole, and its members, clients and partners.
- To ensure that every visitor attending our events has the best possible experience of that service and of the Borders Book Festival as an organisation.
- To adhere to and support the festival's ethical, environmental and health and safety policies and procedures.
- Any other appropriate duties as reasonably required by your line manager, event management.

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PERSON SPECIFICATION	
Job title:	Festival Event Staff
Date:	May 2022
Person Summary: An enthusiastic, friendly and competent individual who has high expectations of themselves and others, has a passion for excellent service and the ability to maintain and deliver that service successfully at a consistently high standard.	
ESSENTIAL:	
Knowledge and Experience:	
<ul style="list-style-type: none">• Demonstrable experience in a customer-focused role.• Experience of managing customer flow and queues for events.• Experience of managing difficult customers in an appropriate manner.	
Personal skills and attributes:	
<ul style="list-style-type: none">• A genuine interest in working in the customer service industry and the ability to enhance the customer experience through delivering excellent service.• Excellent communication and interpersonal skills.• Strong organisational skills and the ability to prioritise.• The ability to demonstrate a positive, helpful and welcoming attitude to customers.• The ability to build and maintain good working relationships with fellow staff and members/customers.• The ability to maintain a mature and calm disposition.• High personal standards of performance and pride in your work.• A willingness to learn new skills.• A willingness to go the extra mile to ensure the job is done to the highest possible standard.• Smart personal appearance.• Experience of managing difficult customers in an appropriate manner.• Reliability, honesty, and flexibility.• Good sense of humour.	
DESIRABLE:	
Knowledge and Experience	
<ul style="list-style-type: none">• Experience of cash handling.• Working knowledge of evacuation procedures.• Working knowledge of health and safety issues relating to public spaces and events.	