



# VENUE STAFF 2024

## **BACKGROUND**

The Borders Book Festival has been running in June in Melrose for 20 years and is a both well-respected and well-attended event. The festival, located in Harmony House and Garden, is made up of five venues plus a food and drink village. What started as a small literary event has grown into a 4-day extravaganza with an audience of around 40,000 people attending in 2023! Join us to make words come alive!

## **JOB DESCRIPTION**

**Job title:** Venue Staff

**Reports to:** Venue Manager

**Direct Reports:** N/A

**Rate:** £12 p/h payable at the end of the term (13 June - 16 June inclusive  
with an anticipated pay date of 28 June)

**Date:** November 2023

## **Job Purpose & General Information**

- The Venue Staff perform a vital role as the public face of the festival. Working predominantly in the venues, they are responsible for delivering an exceptional customer experience for all those attending the festival.
- To use a customer-focused approach to ensure the comfort and safety of performers and festival attendees, and to have a working knowledge, and the ability to adhere to current Health and Safety legislation and procedures.
- The post is an integral part of the festival team and will be the focus for customers, staff and performers during the festival and its events.

## **Main Duties & Responsibilities**

- To welcome festival attendees, check tickets using the paperless box office system, usher attendees to seats and act as point of contact for enquiries.
- To ensure the safety and comfort of all customers and maintain the highest standards of customer service at all times.
- To ensure that all customers are guided quickly, efficiently and politely throughout the processes of queueing, entry, seating and exiting after the event.
- To ensure that the venue is maintained and cleaned to a high standard at all times.

- To maintain a calm and controlled attitude at all times.
- To have a good awareness of health and safety, to manage risks and report any issues.
- To provide ongoing feedback on ways of improving our standards of customer service.

### **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 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 or event.

### **Key Relationships**

- Venue managers
- Technical team
- Event team
- Event management

## **PERSON SPECIFICATION**

### **Essential**

- Demonstrable ability to deliver exceptional customer service in a busy environment.

- The ability to remain alert to surroundings.
- The ability to maintain a mature and calm disposition.
- Good sense of humour.

### **Desirable**

- Previous experience working within a venue.
- First aid qualification.

### **Process**

- All applicants should be over 18 years of age by 10th June 2024 and have the right to work in the UK.
- January 2024 applications open – apply [here](#)
- If you need help with your application, you can email [festivalmanager@bordersbookfestival.org](mailto:festivalmanager@bordersbookfestival.org)

- February ongoing, applications are reviewed, shortlisted and invitation to interview sent out. Interviews take place online until the posts are filled.
- It is anticipated that candidates will be notified of the interview outcome 4 weeks from application or interview for each stage.

## **EQUALITY, DIVERSITY & INCLUSION**

Borders Book Festival is committed to encouraging equality, diversity and inclusion among our workforce, and to eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give of their best.

Please email [festivalmanager@bordersbookfestival.org](mailto:festivalmanager@bordersbookfestival.org) if you would like to discuss the application process or access needs before you submit your application.