



## ***Job Description***

**Job Title**                      **Operational Crew Member**

**Responsible to**                **Operations Manager**

### **JOB PURPOSE**

- To set rooms, furniture and equipment to agreed specifications for the safe and efficient delivery of a wide range of public and private events.
- To support the operational delivery of these events as a member of the front of house team ensuring an outstanding customer experience.
- To be at hand to the crew manager/duty manager for any duties or tasks they may ask you to complete.

### **JOB ACTIVITIES**

#### ***Back of House***

- To set the venue to a given specification by the customer or crew manager.
- Setting and breaking the theatre and event spaces including: theatre seating, tables, chairs, curtains, equipment and any other materials detailed in the specification or list given by the crew manager.

#### ***Front of House***

- Provide a friendly and efficient car park stewarding service for visitors
- Support the front of house team where applicable with vending product sales at the counter and in the auditorium, merchandise sales, additional stewarding and cloakroom services when required.
- Be open and responsive to customer enquiries to ensure excellent service at all times.

#### ***Hygiene / Health & safety***

- To ensure that all work completed meets the necessary health and safety standards.
- Keep all working and storage areas clean and tidy.
- Maintain cleanliness of equipment by following pre-determined cleaning schedule.
- Duty of care to yourself and everyone around you.
- Report any faulty equipment or defects to supervisor on duty.
- Have an active knowledge of good practice in all aspects of crew work.
- Report any issues to a manager on duty.

#### ***Cash Handling***

- Receive payment and give out accurate change as required.
- Record any till errors and communicate any cash handling issues to supervisor on duty.



### ***Staff Relationships***

- Attend regular team meetings and take an active role in these.
- Work closely with all members of the team to ensure a good atmosphere and welcoming environment for customers.
- Be willing to support new events and initiatives, contribute to the development of the business by contributing ideas and supporting new projects.
- Maintain good communication with managers and supervisors regarding all aspects of the business.

### ***Customer Service***

- Create an open and welcoming environment for all customers and visitors.
- Serve customers efficiently and accurately; maintain a good relationship and high standards of customer service.
- Deal with issues arising in a firm but fair manner; report any problems to manager on duty.

### **GENERAL QUALITIES**

- The postholder is expected to work in a professional and confident manner while on shift
- An ability to communicate positively and effectively is essential.
- An enthusiastic and flexible approach is required to be a team player
- A welcoming customer service orientated personality is vital for this type of position.
- Must be prepared and able to work unsociable hours including overnight shifts, evenings and weekends to meet the demands of the business.

### **EDUCATION AND EXPERIENCE**

- Experience in a similar role is desirable but not essential as full training will be given.
- Basic literacy and numeracy required, along with good verbal communication skills.
- Mandatory online training must be completed on appointment including health & safety, manual handling and fire awareness.
- DBS check may be required for certain roles