

JOB INFORMATION & JOB DESCRIPTION

JOB TITLE: Front of House Steward Date: 2018

PURPOSE OF JOB

To provide a polite, welcoming and efficient service to patrons of the theatre in a friendly and professional atmosphere. The Position includes serving at The Theatre Bar; checking tickets, showing customers to their seats, addressing customer enquiries and ensuring a safe; enjoyable customer experience. Cleaning, restocking and cashing up are also included in the general duties of this role.

Hours of Work: This is a zero (0) hours contract, working hours will be anticipated to average in the region of 5 hours per shift. Shifts will be set on a rota, 1 month in advance. Includes working Bank Holidays, weekends, late evenings and early mornings. Week by week working arrangements will be in accordance with business requirements and by agreement with your line manager, subject to your right not to work more than 48 hours per week unless by agreement.

Responsible to: Duty Manager & Front of House Supervisor.

Team Relationships: You will work within a dedicated & professional front of house team which operates as part of a much larger team.

Main terms & conditions of employment: £7.83 per hour (paid in line with aged related pay for minimum wage). Payment is made 1 month in arrears. Holiday pay is accrued over a 6 monthly period and paid at the end of that period. You will also benefit from some of the best terms and conditions in the leisure field including a voluntary membership of a defined benefits career average pension scheme plus free use of Magna Vitae’s fitness suites and swimming pools.

Special Requirements:
EQUALITY & DIVERSITY:
 The post holder is required to carry out their duties in a way that supports Magna Vitae’s Equality & Diversity Strategy.
HEALTH & SAFETY:
 The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae’s Health and Safety Policy & Commitment Statement.

Work Location: The Embassy Theatre, Skegness

Type of Contract: Casual Zero (0) Hours | Anticipated hours to average in the region of 5 hours per shift

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY DELIVERABLES

Hospitality Duties

- To dispense soft/alcoholic drinks, hot beverages and light snacks to theatre customers in a swift and polite manner, while adhering to current licensing laws.
- To maintain a clean, tidy and safe working & public area.
- To Monitor and re-stock as required.
- To adhere to all Health & Safety laws at all times especially when handling chemicals.

Steward Duties

- To liaise with the House Manager or Front of House Supervisor regarding requirements and information for the visiting show, ensuring that these are adhered to and adopted by designated volunteer ushers.
- To assist when necessary with the selling of merchandise/bar sales.
- To be present in the auditorium during the show, monitoring the audience, dealing with any problems that may arise
- To maintain a clean, tidy and safe working & public area.
- To ensure that any visitor related queries are dealt with in a professional manner, referring the matter on to the Duty Manager or Front of House Supervisor if you are unable to resolve.

To be fully conversant with emergency & evacuation procedures, ensuring that all duties are carried out in accordance with all safe working practices.

To adhere at all times to cash handling protocol in accordance with Magna Vitae financial procedures.

To maintain the cleanliness of the building to the highest standard at all times.

To undertake any other duties of a similar nature and level, as / when required.

To maintain at all times a good personal image and relationship between Magna Vitae and their customers.

PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.




As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential / Desirable
Experience/ Knowledge/ Skills	Previous experience of a similar role	D
	A competent level of mental arithmetic	E
Qualifications/ Training	A good general standard of education	E
Personal Qualities	Good verbal communication	E
	An ability to liaise with a wide range of people	E
	Ability to work under pressure and to tight deadlines	E
	Excellent team player, with a can do approach	E
	A willingness to undertake further training relevant to the position	E

FURTHER INFORMATION ABOUT MAGNA VITAE

<p>Our Purpose</p>	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
<p>Our Vision</p>	<p>We want to enable more people to be physically and culturally active, more often.</p>
<p>Our Values</p>	<p>Focus on the customer</p> <p>Improve continually</p> <p>Teamwork</p>
<p>Core Behaviours</p>	<p>Smile </p> <p>Be Friendly </p> <p>Be Helpful </p>
<p>Benefits of working for Magna Vitae</p>	<p>As a new company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary and a generous employer pension scheme. We look forward to receiving your application.</p>