

### Lancaster City Council - Job Description

<b>Job Title:</b>	Casual Events Steward (Platform)	<b>Grade:</b>	GG55	<b>Job Code:</b>	
<b>Service/Team:</b>	Environment and Place – The Platform	<b>Role Type:</b>	Casual	<b>Reports to:</b>	Arts and Events Manager
<b>Line Manages:</b>	N/A				

#### Job Overview

- To work as part of the Council’s event team, providing support for events and festivals.
- To be mainly based at The Platform but may be requested to work on other LCC sites.
- The role is based on 3 areas of work: Event stewarding, Bar stewarding and Box office operative.
- Hours of work include late nights and weekends.
- Postholders are required to assist with venue seating changes and cleaning at the end of each event.

#### Direct Responsibilities

##### The Platform & Other Civic Venues

- Undertake a range of duties including dealing with customers, providing a friendly and warm reception, setting up and taking down of equipment, including working at height, cleaning, distributing brochures/leaflets, showing customers to their seats, maintaining clear access/egress points, preparing and serving drinks and using a cash register
- Cash handling including accepting the float and returning it after an event, cashing up the tills after an event
- Replace stock, clean the bar and equipment before and after an event, complete checks and record sheets relating to bar as requested
- Provide box office cover including dealing with customers wishing to book in person on the evening of the event or performance and ensure that any money taken is recorded properly
- Maintaining a safe environment for the public including checking that fire exits are clear
- To ensure the cleanliness of the facility is of a high standard and that all public areas are regularly checked and maintained prior to, during and after an event/performance
- Assist with venue seating changes at the end of each event
- Ensure that information on display is current and up-to-date
- Ensure that all Council procedures are adhered to, in particular the emergency procedure for the facility where you are working
- To wear appropriate clothing/the uniform provided
- All other General Duties as requested by the venue Duty Manager

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<b>Festivals and Events</b>			
<ul style="list-style-type: none"> <li>Act as an event steward during Council managed or supported festivals and events</li> </ul>			
<b>General</b>			
<ul style="list-style-type: none"> <li>To ensure all staff offer a high standard of customer service</li> <li>To ensure high standards are kept throughout the department in line with all Environmental Health Regulations</li> <li>Deal with accidents, incidents and complaints in the appropriate manner and ensure details are recorded on the appropriate recording sheets</li> <li>All other general duties commensurate with the grade, as requested by line manager</li> </ul>			
<b>Primary Objectives</b>			
<ul style="list-style-type: none"> <li>To provide an excellent experience for customers attending events</li> <li>To increase bar and ticket income</li> </ul>			
<b>Staff Management Responsibilities</b>			
<ul style="list-style-type: none"> <li>N/A</li> </ul>			
<b>Additional Requirements</b>			
<p>Hours of work will include bank holidays, weekend and evening work and possible split shifts.</p> <p>The Council will be under no obligation to offer any hours, and you will be under no obligation to accept any hours that are offered.</p>			
<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>		<ul style="list-style-type: none"> <li>First Aid Certificate</li> </ul>	Certificate
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of a role which involves dealing with the public and delivering a customer driven service</li> </ul>	<ul style="list-style-type: none"> <li>Working Behind a bar</li> <li>Stewarding at events</li> </ul>	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Ability to set-up and move equipment –</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of current health, safety and hygiene</li> </ul>	App Form, Interview

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	<p>venue seating, tables, bar stock</p> <ul style="list-style-type: none"> <li>Ability to prepare, serve and present hot and cold beverages quickly and efficiently meeting our high standards</li> </ul>	standards relating to an entertainment venue or a bar	
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> <li>Be able to work as part of a team and on your own initiative in a busy environment</li> <li>The post requires a high level of self motivation and the ability to be flexible</li> <li>Good communication skills</li> </ul>		App Form, Interview
<b>Special Requirements/Other</b>	<ul style="list-style-type: none"> <li>Be prepared to work evenings and weekends</li> </ul>		App Form, Interview
<b>Other Requirements</b>			
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<b>Additional information</b>			
<u>General Statement</u> The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.  As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.			
<u>Learning and Development</u>			

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You are expected to undertake any training and development appropriate to the current and future needs of the post.

### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	