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# **BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:**  | Casual Venues Steward |
| **Reports to:**  | Operations Manager |
| **Department:** | Brighton Centre |
| **Section:**  | Tourism & Venues, EEC |

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**Purpose of the job**

To direct and help visitors to the venues in all matters pertaining to concerts, conferences, exhibitions and meetings in terms of crowd management.

To assist venues Managers in effecting any emergency evacuations from the venues by directing persons in the venue to designated exits.

To assist any visitors to the venues with any special access requirements with regard to both egress and access to the venue including specific training on evacuation equipment.

As directed by venues managers to usher visitors to specific seats as determined by ticket types.

As directed by managers to sell any material pertinent to events in the venues.

To man exits / doors during event preparation and break down days ensuring the security of the venue and event is maintained.

**Principal Accountabilities**

1. To act as first point of contact for visitors and users of the venues and create a welcoming presence within the venues.
2. To treat all visitors with respect and dignity.
3. To be prepared to encounter visitors who may be angry or disappointed and to refer their issues to managers or Show Control staff if unable to resolve problems.
4. To be familiar with seating configurations pertinent to the event held. To direct and assist visitors to their specific seating allocations.
5. To uphold any instructions from managers with regard to drinks policies for specific audience types.
6. To uphold any instructions from managers with regard to restrictions on access and egress to the venue or any parts of the venues therein.
7. To maintain a clean workspace within the venues in terms of general litter.
8. To monitor and ensure that exits remain accessible for means of escape from fire purposes during their time in the venues.
9. To be aware of security implications at the venues at all times and bring to the attention of security staff and/or line management any potential breaches particular during extended shifts and overnight working shifts.
10. To uphold the Council’s policies for anti-discriminatory practice and equality of opportunity.
11. To uphold the Council’s and other departments’ Health and Safety requirements, particularly with regard to agreed codes of practice and safe methods of working.

**General Accountabilities**

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Health & Safety

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

Equalities

# To develop practices within the directorate/division that uphold and develop the principles of the City Council’s Inclusive Council Policy in relation to staff and to service provision.

# To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

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**PERSON SPECIFICATION**

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| **Section:**  | Tourism & Venues, EEC |

### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Knowledge of working in different public events environments both internally and externally.
* Ability to communicate effectively with a wide variety of members of the wider community.
* Ability to remain calm under pressure.
* Ability to interpret ticketing information and direct visitors to relevant areas.
* Ability to work as part of a team.
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| **Experience** | * Experience of working extended shift patterns including overnight working if necessary.
* Experience of assessing risks in relation to ensuring a safe working environment.
* Experience of working in a team.
* Experience of working in a public facing environment.
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| **Skills and Abilities** | * Ability to complete safe moving & handling of objects
* Ability to use own initiative.
* Effective communication and interpersonal skills and defuse any issues of conflict within their scope of responsibility.
* Assess and identify urgent issues relating to Health & Safety within a public building.
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| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy.
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| **Other Requirements** | * Flexible approach
* Able and willing to work out-of-hours when required.
* Understanding and commitment to the Council’s equal opportunities policy.
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