



Role: Front of House Steward

Terms: Casual Worker

Hours: Flexible, zero hour workers contract, part-time role, mainly evening shifts (including weekends)

Salary: London Living Wage + statutory holiday entitlement

Responsible to: Visitor Engagement Manager

Responsible for: Front of House steward Team (casual workers), Technicians, Security, volunteers

Deadline to apply: ASAP ongoing applications as immediate starts considered

To apply: Please send your CV with 'FoH Steward' in the title to recruitment@unionchapel.org.uk along with a short paragraph explaining why you would love to work at Union Chapel

Applicants will be asked to complete an Equal Opportunities Form as well

PURPOSE OF ROLE:

To ensure the safety, comfort and enjoyment of visitor's experience at Union Chapel. The role will support the successful delivery of a diverse range of events, concerts, tours and activities at our world renowned venue and charity.

Union Chapel is committed to creating and promoting a diverse and inclusive community. We particularly encourage applicants with lived experience and/or from communities this programme intends to engage.

BACKGROUND:

Union Chapel, is a unique multi award-winning performing arts venue, with a global reputation for international cultural events engaging diverse audiences. For 30+ years events have been our lifeblood and income, annually engaging 100,000+ visitors through 200 events.

KEY RESPONSIBILITIES:

VISITOR SERVICES:

- Welcome customers into the venue in a polite and enthusiastic manner
- Address any customer queries and complaints in a proactive and friendly manner
- Respond to any access needs of our customers professionally and courteously
- Have an understanding of the nature of every event and know how to respond to queries from customers, clients and promoters

VENUE OPERATIONS:

- Assist with the entry/smooth management at the FOH/box office area, including stamp checking and ticket stub ripping, directing people to the balcony, bar, Margins Cafe, toilets, merchandise stand
- Prevent unauthorised access to the backstage or other areas specified in the show briefing
- Ensure all public areas are kept tidy and presentable throughout the event
- Ensure all areas are clear of rubbish at the end of the night, including the auditorium, stage, backstage, foyer and smoking areas
- Assist with the operation of the kiosk, box office and merchandise stand as

necessary ACCESS, INCLUSION & DIVERSITY:

- Work closely with the front-facing team in the day-to-day delivery of an outstanding welcome to all visitors, audiences, artists, guests and employees, working with the Union Chapel team to demonstrate best practice in accessibility at all
- Attend training courses as required and support the delivery of in-house training for the Visitor Services Team
- Be part of a Front of House Team that creates inclusive supportive workplace representative of our local communities
- Contribute to the development of accessible culture at Union Chapel across all areas and work to secure effective cross-project delivery of UC's commitment to be an accessible and inclusive venue.

HEALTH & SAFETY:

- Be fully conversant with emergency and evacuation procedures and assist all evacuations of the building when on duty
- Take reasonable care for the health and safety of yourself and others in line with the Health &

Safety policy

- Provide assistance and support to the emergency services in the event of a major

incident **GENERAL:**

- Be fully conversant with the Union Chapel Membership scheme in order to answer customer queries
- Be knowledgeable of other Union Chapel events, and building uses and being fully aware of Union Chapel's aims and objections including the work of the Church, Margins and Union Chapel Project
- Help in our commitment in creating a sustainable venue by being fully conversant with our recycling policies and guidelines
- Being willing to stay late and work independently when required
- Keeping the venue tidy, presentable and assisting in getting it back to its original state after the show – moving furniture, equipment and rubbish
- Taking care of our Grade I listed building
- Undertake any other duties that may reasonably be required by the Visitor Engagement Manager

PERSON SPECIFICATION

Essential:

- Experience of working in a public-facing role
- Demonstrable enthusiasm, understanding and experience of excellent customer service
- Proven ability to work well both independently and within a team
- Ability to work well under pressure, independently problem-solving, through a calm and tactful approach
- Excellent attention to detail, professional, with the highest standards of presentation
- A positive and flexible approach

Desirable

- Previous experience of working in an arts venue
- Access Equality training
- Fire Marshall training
- First Aid training
- Experience of managing volunteers

Equal opportunities monitoring form

This information is required so that we can monitor the implementation of our equal opportunities policy. It will enable us to compile statistical information about applicants, in relation to sex, age, ethnic background and disability, for the purposes of comparison with similar statistical information on those actually recruited. It will not be used for any other purpose, and will not be looked at by

those shortlisting or interviewing candidates. We would encourage you to complete it so that we can have a full picture of our recruitment and selection patterns.

Name:		
Date of birth:		
Male/Female * (please delete as appropriate)		
Position applied for:		
Where did you see this job advertised?		
Do you have any disabilities? Yes/No *(please delete as appropriate)		
How would you describe your ethnic origin? Please indicate one of the following categories:		
A White:		
British		
English		
Irish		
Scottish		
Welsh		
Other white background, please specify:		
B Mixed heritage:		
White and Asian		
White and Black African		
White and Black Caribbean		
Other mixed background, please specify:		
C Asian or Asian British:		
Bangladeshi		
Indian		
Pakistani		
Other Asian background, please specify:		
D Black or Black British:		

African	
Caribbean	

Other Black British background, please specify:	
---	--

E Chinese or other ethnic group:

Chinese	
Other, please specify:	
F Prefer not to say:	

These categories do not refer to the place of birth, citizenship or nationality, but to the ethnic group to which you belong.

I hereby give my consent for the information contained in this form to be processed for monitoring purposes

Signature:		Date:	
------------	--	-------	--