

Job Description

Casual Front of House Steward

Place of work: Motorpoint Arena, Cardiff, CF10

Salary: £10 an hour + Holiday Pay accrued
- Temporary, zero hours, ages 16+

Expected start date: ASAP

Motorpoint Arena Cardiff is hiring for new casual front of house stewards who are driven, motivated and are committed to excellent customer service.

Our stewards are an essential part of any of our events and venue safety. At all times a steward should be aware and ensure the care, comfort and well-being of all customers and visiting companies.

Stewards actively assist in the operations of the front of house to ensure the smooth running of each event.

The music industry can be very fun at times but it is also a very fast-paced environment.

Hours

This role will require you to work during our concert events (list of shows available on our website: www.motorpointarenacardiff.co.uk/whats-on)

Stewards are employed on a casual basis. Shifts are offered out a month in advance of events and you confirm which shift(s) you are available to work.

All shift dates are flexible and can be fitted around your lifestyle or other work.

Shift times are usually between: 6pm - 11pm approx. (Depending on the show times)

Our venue contract is zero hours (you work the events you can from our schedule, but we do expect stewards to work a reasonable amount of events to stay within employment).

Essential Criteria

- Experience in a customer facing role with a professional approach, with at least 1 year's service.
- Excellent communication and interpersonal skills.
- Essential Health and Safety awareness.
- Disability awareness.
- The ability to work casual shifts. This involves working weekends, days, nights and late evenings.
- The ability to work on own initiative and as part of a team, with a flexible, proactive, working approach.
- A proactive hands-on approach with all job activities required.
- A confident individual who is committed to demonstrating outstanding customer service at all times.
- Punctuality and presentation to uniform standards.
- Ability to converse in fluent English.
- Committed to high standards.
- And of course, a passion for live music.

Desirable but not essential

- NVQ Safety Steward award
- Manual Handling experience
- Upselling and sales awareness
- The ability to speak Welsh
- SIA license

Principal Accountabilities

- To provide a high standard of customer care in line with the venue policy and promoting a professional image of the venue and Live Nation at all times.
- To be familiar with the layout of the venue and available facilities, including; first aid, toilets, refreshments, concessions, etc. in order to assist the public with relevant information.
- Attend pre-event briefings, ensuring familiarity with arrangements for evacuating the audience, including coded messages.
- Carry out pre-event checks.
- To ensure a smooth flow of people entering and exiting the venue by ticket checking.
- Assisting and seating customers.
- Selling confectionary during an event.
- To monitor crowd movement and activity.
- Dealing with and resolving problems.
- Implementing emergency procedures and assisting as required.
- Ensuring compliance with Health and Safety regulations.
- Occasional set up of the arena, including numbering of seats as per the seating plan, ensuring that all faults are logged for repair.
- Preparation of cloakroom and hospitality area(s).
- Updating posters and flyers around the venue, ensuring that all advertising material is up to date and relevant.
- Undertake any other duties as required.

Benefits: Flexible schedule

Schedule:

Monday to Friday
Night shift
Weekend availability

Experience:

Customer service: 1 year in a customer facing role (essential)

Shift availability: Night shift (required)

To apply: Visit bit.ly/StewardMAC