



# **CAMBRIDGE LIVE**

## **EVENT STEWARD RECRUITMENT PACK**

**Application Deadline: Thursday 21st February 2019 (9am)**



## Welcome to Cambridge Live

### 1. Background Information

#### About Cambridge Live

We are a charity set up to act as a catalyst for inspiring cultural experiences that everyone can be part of.

Our vision is for all Cambridge lives to be enriched by creative experiences.

We currently reach over 300,000 people each year who engage in our activities which include:

- **Cambridge Corn Exchange** is the largest arts and entertainment venue in the eastern region and we have created a diverse programme that includes rock and pop, comedy, classical music and theatre which has thrilled audiences in a year of amazing discovery. In the past twelve months, major acts that have played the Corn Exchange include The Stereophonics, Ben Folds, Jack Savoretti and Nils Frahm.
- **Cambridge Folk Festival** is a critically acclaimed music festival, widely acknowledged as one of the world's leading folk festivals. This year's line-up includes First Aid Kit, Patti Smith and Rhiannon Giddens. You can see a video highlights of the Folk Festival [here](#).
- **The Guildhall** public venue which currently host over 150 diverse events attracting 35,000 visitors through promotions and hires. Both the Corn Exchange and Guildhall provide great conference spaces.
- **e-Luminate Cambridge Festival**, the city's festival of light which crosses the world of art and science and offers a unique opportunity for residents and visitors to discover the richness of Cambridge's iconic buildings and spaces in a new light
- **Cambridge City Events** – a programme of free public and community events that reach over 60,000 people, funded by Cambridge City Council to include Midsummer Fair, The Big Weekend, Bonfire Night, Jazz and Brass in the Parks and the Mayor's Day Out.
- **Cambridge Live Tickets** – Cambridge Live Tickets is a regional ticketing hub that provides box office services to clients including The Park Theatre (London), Royal Academy of Dramatic Art and The Fitzwilliam Museum Cambridge.

To see more of how our customers enjoy the programme go to [www.cambridgelivetrust.co.uk](http://www.cambridgelivetrust.co.uk) or check out our latest annual review [here](#).

## 2. About the role

### Event Steward

#### JOB PURPOSE

To welcome and support customers & clients by stewarding at Cambridge Live's venues and events.

#### ABOUT THE JOB

You will be welcoming customers into Cambridge Live venues, checking tickets, directing members of the public to the right area of the buildings and their seats. You will coordinate entry and exit to/from the building. This may include, the evacuation of both customers and clients, to be carried out on accordance with Cambridge Live's evacuation procedures, if an emergency arises.

You will be a visible face of the company, ready to answer questions, and to assist visitors and clients ensuring the highest possible levels of customer care. You may be required to use radio communication to assist communication with both internal colleagues and external customers & clients.

You may handle sales of programmes, merchandise and confectionary.

You will need to have flexibility to work shifts across a range of working patterns including evenings, weekends, and bank holidays.

**Contract type:** Casual hours

**Reports to:** Client & Visitor Services Manager

**Direct Reports:** None

**Rate of pay:** **Rate of pay:** £8.75 per hour (Living Wage Foundation) + 12.07% holiday pay

**Terms & Conditions:** The post is offered on a "casual hours contract". No contract will exist on either side to offer or to undertake a specified or minimum amount of work. Suitable work will be offered to you when available but the charity cannot guarantee the level of work available. You will accumulate holiday pay based on your hours worked at a rate of 12.07%. Standard terms and conditions will be commensurate for the sector.

**Location:** Primarily based in the Cambridge Corn Exchange and Guildhalls. However, Cambridge Live runs several outdoor events, where stewards may be required should you wish to work at these.

**Hours of work:** Shift length and duties, will vary, depending on the requirements of the event and client specifications.

Shifts cover events both at Cambridge Corn Exchange and the Guildhall. These include evening events such as standing gigs, theatre productions and classical music concerts as well as both daytime and evening conferences, exhibitions and corporate events.

### 3. About the venues

#### **ABOUT THE CAMBRIDGE CORN EXCHANGE**

The Corn Exchange is the region's largest and most famous concert venues. It has, across its long history played host to some of the most iconic names in rock and pop including David Bowie, The Who, AC/DC, Johnny Cash, Adele, Amy Winehouse, Foo Fighters, Muse and more alongside some of the very best names in Classical and Orchestral music, major name comedians, dance and ballet, talks and some of the best touring stage shows around. The venue also hosts major conferences from around the world.

With over 200 events per year recent bookings include (Royal Blood, Ryan Adams, Royal Philharmonic Orchestra, Derren Brown, Russell Brand and many more).

#### **ABOUT THE CAMBRIDGE GUILDHALL**

The Large and Small Hall of the Cambridge Guildhalls are located within the historic city of Cambridge. Located within the city's civic centre, they are used for a variety of private and public events, weddings and conferences.

**More information:** [www.cambridgelivetrust.co.uk](http://www.cambridgelivetrust.co.uk)

## 4. Job Description, Person Specification and Company Values

### JOB DESCRIPTION

To create a friendly, helpful atmosphere and ensure that you are on hand at all times to provide help if necessary and solve any problems that may arise. To take a proactive approach to ensuring that every client and visitor has the best possible experience whilst in our venues. To ensure that the building is safe for customers and to organise and carry out an evacuation in the event of an emergency.

### Main Roles & Responsibilities:

1. Greet and directing clients and customers, checking tickets/wristbands/passes where needed
2. Assist customers and deal with customer queries.
3. Reinforce the house rules and resolve any problems
4. Ensure all areas of the venue remain safe and comfortable during the event
5. Assist in the evacuation of the venue in an emergency situation
6. Monitor the audience to ensure safety and comfort
7. Ensure all relevant legislations and policies are maintained at all times
8. Selling confectionary, merchandising and programmes
9. Operate cloakroom and customer service facilities
10. Carry out any other duties as required from time to time as deemed appropriate.

### PERSON SPECIFICATION

#### Knowledge

- A basic level of numeracy and a good level of spoken and written English
- Knowledge of event Health & Safety regulations (desirable, but not essential)
- Awareness of the need for Equal Opportunities & Diversity
- Knowledge of Safeguarding customers (desirable, but not essential)
- First Aid qualification (desirable, but not essential)
- SIA qualification (desirable, but not essential)

#### Experience

- Working in a customer facing environment
- Experience in a similar environment (desirable, but not essential)
- Working in a fast-paced environment
- Experience of working at major live events e.g. festivals & large venues (desirable)
- Working with a range of different people from different backgrounds
- Cash handling (desirable, but not essential)

#### Skills

- A proactive approach
- A strong team player
- Flexible
- A customer-centred attitude
- Outcome focused
- Demonstrating a personal responsibility for delivering an excellent service.
- Proven customer care skills
- Good communication skills in English, both written and oral
- Punctual
- Confident in public situations
- Physical capacity to deliver the role e.g. standing for long periods

## COMPANY VALUES

### **Fresh Thinking**

Fresh and dynamic thinking  
Creating opportunities for excellence and growth  
A proactive approach  
Coming up with ideas to pull together as a team to pull the community together

### **Collaboration**

Listen and take on board  
Collaborate and consult  
Work for the good of Cambridge Live as a whole  
Give collective credit  
Pull together as a winning team

### **Inclusivity**

Ensure diversity to achieve Cambridge Live's goals  
Encourage everyone to get on board  
Don't let people fall off!; be inclusive with staff, customers and community

### **Zing**

Extraordinary cultural experiences  
Be the best and have ambition to surf high  
Creative energy  
Be a driving force in shaping the Cambridge cultural scene

## 5. How to Apply

All applicants should apply by submitting a CV and cover letter. Please ensure that the application demonstrates why you think you are a suitable candidate, addressing all information contained in the **person specification**. Please also ensure that your CV documents all training, qualifications and relevant experience. Please make clear your preferred contact method on your application.

CVs and cover letter should be sent to [join-us@cambridgelivetrust.co.uk](mailto:join-us@cambridgelivetrust.co.uk) with the subject heading:  
**Event Steward Application**

Informal enquiries about the role may be made to Judith Mandel Winslow,  
[Judith.winslow@cambridgelivetrust.co.uk](mailto:Judith.winslow@cambridgelivetrust.co.uk), 01223 791772.

The deadline for the receipt of applications is 9am Thursday 21<sup>st</sup> February 2019.

Interviews will take place around the week commencing 25th Feb at the Cambridge Corn Exchange.

Proof of the right to work in the UK will be required.

References will be checked prior to employment.

Data Protection notice

Cambridge Live complies with the General Data Protection Regulation (EU) 2016/679 under the control of its Confidentiality and Data Protection Policy. Your information will be stored confidentially and only be used for the purposes of selection and recruitment for the role applied for. Your information will not be transferred outside the organisation.

Equal Opportunities Employer

Cambridge Live, is an Equal Opportunities Employer which means that all applications will be judged on the candidate's individual merit and abilities in relation to the job description for the role. No applicant, will be unfairly discriminated against on the basis of gender, age, disability, religion, belief, sexual orientation, marital status, race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Thank you for your interest.