

JOB DESCRIPTION

Role: Stewarding Supervisor

Reports to: Duty Stewarding Manager/Front of House Manager

For nearly 150 years, we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.

Our vision and values

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

The Role

As a Stewarding Supervisor you will be part of a team who assist and support the Duty Stewarding Manager and wider Front of House management team in providing a welcoming, enjoyable and safe environment for all our visitors. You will supervise a team of Stewards on a duty basis, leading by example and inspiring and guiding them to provide exceptional levels of service, both individually and as part of the wider Front of House team. You will be the first line of communication for a team of Stewards. Your team size will vary, but will be approximately 15 Stewards.

You will take a proactive role in the welfare and safety of all visitors, including key responsibilities during an emergency. You will thrive in a fast-paced busy environment, seizing opportunities to assist your team and guide them towards ongoing service improvement. You will enjoy engaging with people from all walks of life, acting as an ambassador for the Hall and promoting its facilities and services with natural flare and an enthusiasm for our charitable aims. Above all you will want to go the extra mile, and guide your team to do the same, to create positively memorable experiences.

Key Duties

Staff Supervision

- Lead and supervise a team of Stewards on a duty basis, ensuring an exceptional experience for all our customers, whether visitors, performers or event organisers.
- Proactively motivate, coach and monitor performance of section Stewards. Provide timely feedback and on-the-job training and tips to enhance their efficiency and service levels.
- Coach stewards and assist them to engage positively with visitors using proactive communication techniques to ensure compliance.
- Make stewards aware of house or event-specific policies and ensure they communicate these to our customers.
- Assist with ongoing development of Stewards by ensuring all celebratory and constructive feedback is documented and performance issues are reported so supervisory and management teams can apply a consistent and proactive approach.
- Assist the Front of House management team with the organisation and delivery of group training sessions for Stewards. These sessions will include essential skills, building knowledge and procedures.
- Assist with the training of new Stewarding Supervisors by offering proactive advice and instruction during shadow shifts and assisting with the delivery of training sessions for newer team members.

Customer Experience

- Proactively help all visitors, enhancing their experience of the Royal Albert Hall and ensuring they feel welcomed, safe and at ease throughout their visit.
- Act as an ambassador for the Hall leading your Stewards by example, paying meticulous attention to attendance, punctuality, personal appearance, collaborative behaviour, professionalism and enthusiasm. Continually inspire and guide your team to excel.
- Actively maintain a thorough knowledge of all the Hall's facilities and services and take responsibility for keeping up-to-date. Encourage Stewards to engage with customers at every opportunity about the Hall, their visit, and what we have to offer.
- Resolve customer issues and queries in a prompt and professional manner. Respond empathetically to any complaints, seeking resolution and escalating to a Duty Stewarding Manager or Duty Manager if necessary.

Safety

- Maintain a proactive approach to the health, safety and security of visitors and staff at all times. Be vigilant for any hazards, alerting a manager as necessary.
- Ensure section Stewards carry out pre-door checks and maintain vigilance throughout their shifts to ensure public areas and exit routes are clear of any obstruction.



- Comply with relevant PPE requirements, such as ear protection, hard hats or hi-viz clothing. Ensure Stewards also follow appropriate PPE instructions.
- Maintain a thorough knowledge of role responsibilities in emergency situations and attend mandatory training sessions to ensure procedural knowledge is up-to-date. Assist visitors and staff calmly and efficiently in the event of an evacuation. Follow procedures to evacuate mobility impaired visitors via the lifts.
- Reinforce emergency procedures training for section stewards, by testing their knowledge and providing on-shift training.

Other

- Assist the Duty Stewarding Manager in various administrative duties related to the FOH team, such as devising and implementing fair rotation and break patterns, completing Steward positioning placing sheets, allocating equipment and ensuring its safe return, booking taxis and writing duty reports to log customer issues.
- Attend team meetings and mandatory training sessions as required
- Ensure Stewards maintain a tidy and professional cloakroom service and that cash is safely and securely accounted.
- Take pride in the building by, for example, ensuring your team replenishes leaflet racks and assists in maintaining excellent presentation standards throughout all public areas. Organise and lead your duty team to assist with rubbish clearance at busy times such as between closely-scheduled events.
- Communicate efficiently, appropriately, and positively with all colleagues to support each other and to achieve the best quality of customer care and safety. Comply with radio discipline and etiquette.
- Maintain awareness of role-specific Steward duties, such as selling retail items, in order to support the merchandise team and ensure your Stewards are focussed on their duty responsibilities.
- On a duty basis, take instruction from Duty Stewarding Manager and Duty Managers.
- Any other duties as may be reasonably required by the Front of House management team.
- This is an active supervisory role, including extensive floor-walking, stair climbing and some manual handling. Duties are carried out both inside and outside the building.

Person Specification

- Proven experience or skills to supervise, guide and motivate small teams to provide exceptional levels of customer service in a demanding fast-paced environment. Ideally, but not necessarily, your skills and experience will have been gained within a venue environment.
- A commitment to continually improve team and individual standards, by providing timely feedback, tips and training.

- A passion and initiative for service to ensure that each visitor's experience is enhanced by you and your team's commitment and proactive approach.
- Organisational, logistical and problem-solving skills to ensure staff resources are efficiently, consistently and fairly managed.
- Fluency in the English language and excellent communication skills. A confident ability to engage with staff and visitors, both individually and as groups.
- Individual skills and characteristics which nurture effective teamwork to deliver exceptional service; co-operation, communication, motivation, flexibility, positivity and enthusiasm.
- Empathetic and responsive approach, always seeking a positive resolution to queries and problems.
- Ability to absorb and react to new information very quickly and to recall procedural, building and event knowledge accurately and efficiently.
- A positive and professional approach in a public-facing role with an ability to remain calm under pressure and a resilience to react to last-minute changes.
- An ability to instil confidence in staff and customers, both in day-to-day requirements of the role and in exceptional emergency situations.
- Immaculate standard of personal presentation.
- Strong administrative and pc skills and an aptitude to use various software systems for rostering, feedback and ticketing. Experience using Microsoft Office packages is desirable.

Contract Summary:

- Minimum 60 hours per month
- Individuals provide availability which must include:
 - shifts on at least 4 Saturdays or Sundays per month
 - at least 1 shift every Monday to Friday
 - every other Christmas Eve and for shifts on at least 2 Public Holidays every year

Please note that, ideally you should provide 80 hours of availability per month, however, we will roster you for your contractual minimum unless you are happy to work more.

You must be committed to attending meetings and training sessions, which we will aim to schedule with sufficient notice.