



Royal Albert Hall

JOB DESCRIPTION

Role: Stewarding Supervisor

Location: Royal Albert Hall

Hourly rate: £12.56 per hour

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 on shift, but will usually be between 5 and 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.



Royal Albert Hall

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.
- While on shift proactively motivate, coach and monitor performance of Stewards. Provide timely feedback and on-the-job training and tips to enhance efficiency and customer service. Continually inspire and guide your team to excel.
- Ensure stewards consistently engage positively with customers.
- Ensure stewards are aware of house and event-specific policies and they communicate these positively to our customers.
- Assist with ongoing development of Stewards by ensuring all celebratory and constructive feedback is documented and performance issues are reported.
- Apply a consistent and proactive approach to the management of the Stewarding team, ensuring specific Stewarding duties are fulfilled.
- 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 team members by offering advice and instruction during shadow shifts.

Customer Experience

- Proactively help all customers, 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.
- Take responsibility for maintaining a thorough knowledge of all the Hall's facilities and services.
- 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.



Royal Albert Hall

Safety

- Maintain a proactive approach to the health, safety and security of customers 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 customers and staff calmly and efficiently in the event of an evacuation. Follow procedures to evacuate mobility impaired customers via the lifts.
- Reinforce emergency procedures training for 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 break patterns.
- Write up customer issues including all relevant information in a clear and concise manner on the duty report.
- Attend team meetings and mandatory training sessions.
- Ensure Stewards maintain a tidy and professional cloakroom service and that cash is safely and securely accounted.
- Take pride in the building by ensuring your team maintains 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 etiquette.
- 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.



Royal Albert Hall

Person Specification

- Demonstrates the experience or skills to supervise, guide and motivate small teams. Ideally your skills and experience will have been gained within a venue environment.
- The ability to lead your team to provide exceptional levels of customer service, in a demanding fast-paced environment.
- A commitment to continually improve team and individual standards, by providing timely feedback and training.
- Empathetic and responsive approach, always seeking a positive resolution to queries and problems.
- A passion to deliver excellent customer service. To ensure that each customer'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.
- Demonstrate an ability to nurture effective teamwork in order to deliver exceptional service; communication, motivation, resilience, flexibility and enthusiasm.
- Ability to absorb and react to new information very quickly and to recall procedural, building and event knowledge accurately and efficiently.
- Experience of presenting a positive and professional approach in a public-facing role.
- An ability to remain calm under pressure and 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



Royal Albert Hall

Please note that you should provide 80 hours of availability per month, from this we will roster you for your contractual minimum. There may be an opportunity to pick up additional hours.

You must regularly attend set meetings and training sessions.

HEALTH & SAFETY

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

SUSTAINABILITY

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.