



Royal Albert Hall

JOB DESCRIPTION

Role: Christmas Steward

Location: Royal Albert Hall

Reports to: 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

WHAT WE EXPECT FROM YOU

You will enjoy engaging with families and young children, 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 to create positively memorable experiences for children and their families at our Father Christmas event.

A genuine passion for providing fantastic service, both as an individual and as part of a team, is paramount to delivering and maintaining the excellent standards to which the Hall aspires. You will also have a proactive role in the welfare and safety of all visitors, including key responsibilities during an emergency.



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WHAT YOU WILL BE DOING

- Proactively help all visitors, enhancing their Father Christmas experience at the Royal Albert Hall and ensuring they feel welcomed, safe and at ease throughout their visit.
- Greet families, offer directional assistance, answer queries and provide information.
- Check tickets using hand-held scanning technology.
- Provide support and assistance to visitors with access requirements.
- Take a proactive approach to resolving customer issues and problems, escalating promptly when appropriate.
- Actively maintain a thorough knowledge of all the Hall's facilities and services and take responsibility for keeping up-to-date. Engage with customers about what we have to offer.
- Maintain immaculate personal presentation and uniform standards. On occasion you may be required to wear an event specific uniform, which will be provided.
- Take pride in the building; assist in maintaining excellent presentation standards throughout all public areas.
- Support and liaise with other members of Hall staff to communicate effectively and collectively deliver an exceptional service.
- Engage positively with customers to make them aware of house or event-specific policies. Use proactive communication techniques to ensure compliance.
- Maintain a proactive approach to the health, safety and security of all visitors and staff at all times.
- Maintain a thorough knowledge of role responsibilities in emergency situations. Assist visitors and staff calmly and efficiently, in the event of an evacuation.
- This role includes extended periods of standing, climbing many stairs and some manual handling. Duties are carried out both inside and outside the building.
- On duty basis, take instruction from Duty Managers, as well as supervisors and managers within the Front of House team.
- Any other duties as may be reasonably required by the front of house management team.



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WHAT YOU NEED

- A warm and cheerful personality showing enthusiasm for working with families and young children, ensuring all customers have a magical Christmas experience
- Ideally experience of providing an exceptional level of customer service in a dynamic environment, but not necessarily gained within a venue environment.
- A passion and initiative for service to ensure that each visitor's experience is enhanced by your commitment and proactive approach.
- Fluency in the English language and excellent communication skills, with a confident ability to engage with both individuals and groups.
- Individual skills and characteristics which nurture effective teamwork to deliver exceptional service; reliability, co-operation, communication, motivation, flexibility, positivity and enthusiasm.
- Empathetic and responsive approach, always seeking a positive resolution to queries and problems. When necessary, an ability to convey negative messages in a positive way, in order to inform visitors of house policies.
- An ability to absorb and react to new information very quickly and to recall procedural, building and event knowledge accurately and efficiently.
- An ability to remain calm, positive and professional under pressure in a public-facing role.
- An ability to instil confidence in people, both in day-to-day requirements of the role and in exceptional emergency situations.
- Immaculate standard of personal presentation.

There will be an average of 30 hours per week for this role across the fixed term dates of 15 November – 22 December 2019. The dates you will be required to work are detailed below and shift lengths on these days will vary.

Friday 15th November – Training
Wednesday 20th November – Training
Thursday 28th November – Hospitality
Friday 29th November – Hospitality
Saturday 20th November – Hospitality
Sunday 1st December - Hospitality
Tuesday 3rd December – Father Christmas rehearsals
Wednesday 4th December – Father Christmas rehearsals
Thursday 5th December
Friday 6th December
Sunday 8th December
Monday 9th December



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Tuesday 10th December
Wednesday 11th December
Thursday 12th December
Saturday 14th December
Monday 16th December
Tuesday 17th December
Wednesday 18th December
Thursday 19th December
Friday 20th December
Saturday 21st December
Sunday 22nd December

This job description is current at time of issue.

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.

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.