

# EVENTS TEAM Job Description



## About St George's Bristol

A creative space for music and ideas, St George's Bristol is one of the country's leading concert halls that welcomes acoustic, or stripped back amplified concerts and events. A music venue in Bristol of international note, it boasts a superb acoustic and unique atmosphere which attracts the world's best artists.

St George's is also a charity (registration number 295178) dedicated to promoting high quality music to diverse audiences. We do this by offering the best classical, jazz, blues, folk and world music as well as family concerts and talks, plus learning and participation programme

The Events team are the face of St George's and we are keen for that face to better match the great variety of the community it serves. We are now a fully-accessible venue and welcome all applications from any background, particularly BAME groups who have an interest in any sort of music, ideas and events.

## The Role

The Events Team oversee the smooth running of the events on the day, as directed by the Duty Event Manager for St George's events which can range from concerts, talks, film festivals, education workshops, and recordings.

As a member of the Events team your main priority must be the comfort and safety of audience members, performers and clients at all times.

It is therefore essential that they have the ability to communicate clearly, be proactive and demonstrate an understanding for customer needs in order to be able to put people at ease and represent the organisation in a professional manner.

The Events Team are divided across three roles:

- Front of House Managers
- House Managers
- Duty Event Assistants

We train all our Events Team staff so that they can switch between all three roles, keeping the job interesting and engaging with the wide variety of events we host.

This is a casual position and typical shifts are evenings and weekends, with some weekday availability necessary. As this is a seasonal role the majority of shifts are between September and June.

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## Key Responsibilities

- Conduct briefings for our team of volunteer stewards with key event information, allocating duties and assisting them with any customer issues.
- Ensure customers have a wonderful experience at St George's, answering enquiries, managing queues and spotting any potential issues before they arise.
- Greeting latecomers and negotiating their entry into the hall at a suitable moment
- Giving announcements over public address system
- Handling complaints, and resolving issues
- Operating stage/house lights, sound and visual technical systems during events (training is provided)
- Stage management and manual handling (moving piano, staging, music stands etc.)
- Selling merchandise or programmes
- Assist the Duty Event Manager in ensuring visitor safety
- Be prepared at all times to assist the Duty Event Manager in safely evacuating the venue in case of an evacuation.
- Attending training sessions and staff meetings

## Person Specification

- Experience in a customer or public facing role
- Great organisation skills
- Ability to perform under pressure
- Excellent interpersonal skills and ability to work with diverse customers
- Proactive attitude and able to use initiative
- Diligence and attention to detail
- Good problem solving skills

## Terms and Conditions of Role

Pay	£7.90 per hour
Hours:	Casual
Reporting to:	Duty Event Manager and Cultural & Commercial Events Managers

## Staff Development & Engagement

There is opportunity to progress within the Events Department to train up to become a Duty Event Manager, and experience more events administration and organisation skills in the office.

We like to show our appreciation to our staff with access to free tickets to any of our promoted events and social events. We also reward staff that stay with us for two years with an increase in pay to recognise the wealth of experience they will have gained.

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## How to Apply

Please download, complete, and return our Application Form and email them with YOUR NAME: EVENTS TEAM as the subject to [recruitment@stgeorgesbristol.co.uk](mailto:recruitment@stgeorgesbristol.co.uk) Please do not attach CVs.

There is no application deadline, and you are welcome to apply for this role at any time. We'll be in touch to acknowledge receipt of your application.

Please also ensure you have completed our anonymous Equal Opportunities Monitoring Form via the attached link: <https://www.surveymonkey.com/r/W69XTSC> . This information will be kept confidential and used only for monitoring purposes by the HR team. The results are anonymized and do not factor in Recruitment selection.

If you have any queries about the Application Form, and for further details on our Privacy Policy, you can find more information on our guidelines

## Equal Opportunities

We are an Equal Opportunities employer and welcome applicants from all backgrounds, particularly those from BAME groups.

If you would like help completing the application form, for example to have someone transcribe, or you would like to submit your application in another format, please contact [recruitment@stgeorgesbristol.co.uk](mailto:recruitment@stgeorgesbristol.co.uk) , or call the Reception on 0117 929 4929 ext. 207. If there is no reply then please leave a message and someone will call you back. We are a busy venue so this may not be immediately, but we will contact you.

## Selection Process

If your application is successful, we will be in touch to arrange an interview. If the interview is successful, we will then arrange a trial shift giving you the opportunity to experience the job and decide if you'd like to join the team, as well for us to see you in action.

We'll then contact you after the trial shift with our feedback and discuss any thoughts you may have. If we are both happy for you to formally take up the role, we'll arrange the necessary shadow shifts and training to support you in your new role.