



## JOB DESCRIPTION

**Job Title: OUTDOOR EVENTS STEWARD**

### Context

Watermans is a multi-disciplinary arts centre, housing a 239 seat theatre, a 125 seat cinema, a gallery space, one other exhibition area, 2 studios, a restaurant and bar, and a foyer area with a standing capacity of 500, all of which provides an adaptable range of facilities for an extensive programme of cultural activities and entertainment.

Watermans also programmes and runs an outdoor performance venue in Hounslow ([bellsquarelondon.com](http://bellsquarelondon.com)) and are launching a new outdoor venue in Hayes.

### Working Principles of Watermans

Watermans is operating in a rapidly changing environment that is both exhilarating and demanding. All our staff must be committed to a common set of principles and to sharing key ground rules:

1. Providing a high quality, exciting and coherent programme is at the heart of Watermans' artistic policy.
2. The needs and aspirations of audiences and users are key to informing and inspiring all aspects of Watermans' work.
3. We operate as an Equal Opportunities employer, and equality both in the workplace and in service delivery is given the highest possible priority.
4. We operate as a team. Each member of staff needs to be able to give and to take feedback.
5. Planning, monitoring and evaluation are collaborative activities: we all have a role to play in them.

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6. We are committed to working collaboratively with external partners, including other cultural providers, local authorities and the regional and national arts funding system.
7. We are willing and open to incorporating relevant change into our working practices. Sometimes this means initiating change ourselves and sometimes it means responding to changes in our work environment.

### **Purpose of Post**

To be the first point of contact for audiences at our outdoor venues in Hounslow and Hayes, and at other similar venues in the future. To maintain a professional and safe environment and deliver excellent customer service whilst being knowledgeable and enthusiastic about our outdoor arts programme which includes dance, theatre, circus and more.

### **Stewarding external events**

1. To act as a focal point of information for visitors to our external events, communicating proactively and openly.
2. To act as steward at our external venues including various duties including: leafletting prior to events, liaising with performers and audiences, managing audience safety during performances, helping audiences access the space and handing out and collecting feedback forms after each performance.
3. To carry out duties in accordance with Watermans' customer care policy.
4. To ensure the image of the event site is maintained to a high standard, this includes but is not limited litter picks and spot cleaning the spaces.
5. To work as a team with other members of the Watermans' staff, committing to the achievement of the Centre's corporate goals, and both recognising and supporting the contribution of each member to that common purpose.
6. To undertake any training appropriate to the post.

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7. To commit to the Watermans Diversity Policy and practice which includes maintaining the accessibility of the venue at all times.
8. To undertake any other duties commensurate with these responsibilities as management may require from time to time.
9. To attend staff training, meetings and other briefings as required.

**Responsible to: The Customer Relations Manager**

**Responsible for: N/A**

### **PERSON SPECIFICATION**

#### **Essential Experience and Attributes**

- Experience and a genuine interest in effectively communicating and interacting with a wide range of people.
- Interest in the Arts/working in an Arts environment.
- Available to work evenings and weekends.
- Ability to work positively as part of a team.
- Excellent communication skills.
- Good self-presentation skills.
- Demonstrable confidence with basic mental arithmetic.
- Positive can-do attitude.
- Able to work under pressure.
- Ability and willingness to perform these duties for shifts ranging from 5-12 hours in an outdoor setting.

#### **Desirable Experience and Attributes**

- Experience of a customer facing role.
- Experience of stewarding events whether in the arts or other similar environments such as sport and leisure.

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