

## Job Description

**Job Title:** Steward

**Reporting to:** Directly to Front of House Manager & Duty Manager when on shift

**Hours:** Variable zero hours contract. Evening and weekend hours required.

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### Summary of Role

The Front of House Steward plays a key role in ensuring a safe, welcoming and enjoyable experience for all visitors to our theatre. As the first point of contact for audiences, you will provide excellent customer service, assist with audience seating and maintain safety and comfort throughout events at the theatre. Stewards also monitor audience behaviour to ensure everyone enjoys the performance, politely reminding customers of theatre etiquette when necessary.

### Key Responsibilities

- Provide a warm and professional welcome to all customers
- To be familiar with evacuation and emergency procedures, and assist with evacuations
- To always ensure your own health and safety and that of all others within the building
- To know and follow any First Aid procedures
- Deal with seating issues and any customer complaints by communicating with Duty Manager and Box Office.
- Scan and check tickets at entry points, ensuring smooth audience flow into the auditorium
- Sell programmes/merchandise as required.
- Ensure audience are not using photography or recording equipment during performances if show has requested
- Sell ice creams during intervals

# MARINA THEATRE LOWESTOFT

- Maintain high standards of cleanliness in all areas of the venue before, during and after events
- Report any issues with venue facilities following the correct procedures.
- Undertake duties as required in any other aspect of the venue
- Ensure any customer concerns are dealt with promptly, sensitively and passed on to the Duty Manager as necessary.
- Work collaboratively with other stewards, café/bar staff and the rest of the team to deliver an outstanding customer experience

## **Steward Requirements:**

- First Aid qualification would be an advantage, but not essential as full training would be given.
- Flexibility to work days, evenings, weekends, and public holidays.
- Reliability and punctuality
- Clear and effective communication skills for providing information and resolving issues
- Strong communication and interpersonal skills
- Commitment to providing excellent customer service.
- The ability to remain calm under pressure and respond quickly to unexpected situations
- Ability to think on your feet and take initiative
- A friendly, approachable and professional manner
- Strong customer service and team working skills
- Have awareness of diversity and equality