

JOB DESCRIPTION

TITLE: Duty Manager Relief/Chief Steward

REPORTING TO: Front-of-House Manager (direct) / Duty Manager (direct)

DIRECT REPORTS: Volunteers

CONTRACT STATUS: Part-time Casual

We are currently recruiting 2 x **Chief Stewards**. The successful candidate will work with the Duty Manager in the supervision of all events at The Helix and provide relief when required to the duty manager.

Key Tasks and Responsibilities:

The Chief Steward is responsible for the supervision of their assigned areas, volunteers and the general public. The Chief Steward will also participate in the management of the event, crowd control, assignments for volunteers, evacuation control, and customer service issues.

It is your duty to assist with each event to ensure that the event runs professionally and smoothly across each department from conception to completion. Security, health and safety checks are high priority.

Responsibilities include:

- Delivery of excellent customer service to our patrons, delegates and general public
- Maintaining regular contact with the Duty Manager to ensure shows start on time, volunteers are in their assigned positions, and all areas are clean and ready for the general public
- Resolve customer service issues in a timely and professional manner
- Liaise with various departments to ensure the building is safe, clean and fully prepared for every performance
- Work closely with all volunteers in The Helix to ensure safe and effective management of shows and events
- Work behind the bar or concessions stand, handling customer requests, handling cash, serving drinks and other general bar duties, when required
- Act as the Fire Warden during their shift, ensuring their area of supervision is evacuated during an emergency
- Other duties as deemed necessary for the appropriate function of events and delivery of superior customer service
- Meeting promoter and ensure that they are happy with how the event is setup

- Managing and co-ordinate all Front of House staff (including volunteer staff)
- Ensure fire safety checks complete and venue clean and ready for patrons' arrival
- Holding briefings with FOH, bar, box office, technicians, volunteers, security and cleaners
- Assisting any patrons with special requirements
- Ensuring event goes up on time at start and after interval
- Completing show reports
- If there has been an incident ensuring relevant paperwork has been completed
- To carry out any other task that may be reasonably required by the Front of House Manager

Person Specification:

The successful candidate will have experience in the supervision of staff and excellent customer service skills, preferably in theatres, conference centres or hotels. The ideal candidate is someone with a positive and flexible attitude, and with a strong focus on customer service.

The individual must be capable of problem solving and sufficiently flexible to meet the daily demands of the busy venue. The ideal candidate would be self-motivated, with the ability to work under pressure and on their own initiative or as part of a wider team. The candidate must also have the ability to motivate others and lead a team to achieve results.

The ideal candidate would be willing to work as and when required, based on The Helix's event programme, including evenings and weekends. This position may suit an individual at Team Supervisory level or a keen interest in the running of an event, who is seeking a new challenge and looking for an interesting, varied and responsible role.

Essential Skills

- Ability to drive excellent customer care.
- Excellent interpersonal skills and a high level of self-motivation.
- Excellent written and spoken English.
- High attention to detail and will be able to ensure the smooth running of operations.
- Excellent communication and time keeping skills.
- They must be a team player and have the ability to multi task and work under pressure.
- They must be available to work anti-social hours (evenings and weekends) as business needs. Ideally the candidate would have their own car as shifts can end after 11pm
- A qualification in first aid would be desirable but not essential.

Please send your cover letter and CV to Joanna.Sheridan@dcu.ie