

The Helix Theatre - Job Spec

Front of House Chief Steward (part-time position – daytime, midweek)

Overview:

The Helix is a multi-purpose arts, entertainment and conference & events centre nestled in the heart of Dublin City University's vibrant campus located in Glasnevin Dublin 9. Since opening in 2002, the Helix has established itself as a destination of choice for an incomparable range of events attracting audiences from Dublin and beyond with a mixture of high quality music, drama, sport, live TV productions, conferences and general entertainment programming. In line with our continued organisational growth and to ensure the needs of our promoters, patrons and clients continue to be fully met. The Helix is currently recruiting for the role of Front of House Chief Steward.

Location: The Helix, Glasnevin, Dublin 9

Reports to: The Front of House Duty Manager and The Front of House Manager

Summary of Role

The Front of House Chief Steward is responsible for ensuring all clients, patrons, and members of the public have a safe, enjoyable and memorable experience by providing a reliable, customer focused and effective front of house service to the venue. It will be your duty to assist the Front of House Duty Manager in ensuring that each event runs professionally and seamlessly across all departments. Particular attention is required on health and safety checks.

- Ensure fire safety checks are complete and the venue is clean and ready for patrons' arrival ahead of each event.
- Complete signage checks at the start of each shift
- Attend briefings with FOH, bar, box office, technicians, volunteers, security and cleaners.
- Meet and greet patrons as they arrive to the venue for performances/ events/ conferences.
- Assist any patrons with special needs/ requirements.
- Open theatre doors when directed by Duty Manager
- Assist volunteers with seating patrons within the auditoriums.
- Responsible for ticket handling for patrons attending events/ shows
- Provide the duty manager on shift with any information / feedback relevant to shows.
- Carry out any other tasks which may be reasonably required by the Front of House Duty Manager.

Personal Specification:

- Ability to drive excellent customer care.
- Positive 'can-do' attitude.
- Excellent interpersonal skills and a high level of self-motivation.
- High level of attention to detail.
- Must be a team player and flexible in work approach.
- Excellent communication and time keeping skills
- Must be available to work daytime hours' midweek as the business requires.
- A qualification in first aid would be desirable but not essential.
- Excellent written and spoken English.