



Event Staff

Job Description
Person Specification

May 2022

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

G Live is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

G Live Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

Employment type:	Casual
Salary:	£9.50
Hours:	0-hour contract. Working hours will include evenings, weekends and Bank Holidays.
Work location:	You will be based at G Live, London Road, Guildford.
Purpose of the role:	The post holder is responsible for supporting the Venue management team to deliver hospitality, conference and private events business at G Live. S/he will ensure the highest quality in service to meet the great range of requirements of our many clients.
Our ideal candidate:	Is a hardworking, organized and dedicated professional with customer care at their heart.
Closing date:	Ongoing
How to apply:	Complete the HQ Application Form available at glive.co.uk and submit with a covering letter to venuemanagement@glive.co.uk . Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board! Enclose a CV too if you wish.

REPORTING

You will report to the Venue and or Duty manager on shift. On occasion directly to the Events and Sales manager.

KEY ACCOUNTABILITIES

Operations

- To welcome guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated attendee.
- To have an outstanding knowledge of the venue, ready to answer any queries guests may have.
- To directly assist the Venue Management team with the set up and delivery of all events.
- To liaise with the Venue Manager, ensuring the smooth operation of all hospitality led events.
- To maintain service standards, standard operating procedures, and all housekeeping of our event space.
- Liaise with customers to ensure all upselling opportunities are realised.
- To serve and sell food and beverages at events and at our retail and hospitality outlets.

Health and Safety

- To identify and raise any Health and Safety risks in the venue, and to report them appropriately.
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.
- To assist with Fire Evacuations and take part in regular evacuation drills.
- Report any accidents or incidents to the Duty Manager immediately.
- To keep FOH areas tidy to ensure the venue is a safe place for both employees and customers.

OTHER DUTIES AND RESPONSIBILITIES

The post holder will:

- Dress in accordance with Company uniform policy and wear protective clothing as issued, if applicable.
- Undertake any relevant training and development that may be required and keep abreast of developments in his/her field of expertise.
- Carry out any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder.
- Have the opportunity to work on show nights as part or alongside the Guest Experience Team. A role that involves welcoming customers and scanning of tickets, selling ice creams and merchandise and upholding the policies within the auditorium during a performance as desired by the Touring Company.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Experience in the events, leisure and hospitality sectors.
- Previous Hospitality (bar, café and restaurant) experience.
- High levels of literacy, numeracy and strong computer skills, including Excel and Word. Plus, experience of using point of sale computer systems.
- Excellent communication skills, both verbal and written and an excellent manner when dealing with the public, stakeholders and industry colleagues.
- Excellent organisational skills.
- Ability to prioritise own workload and meet deadlines.
- The ability to perform well as part of a team and ability to use your own initiative and proactive approach to solving problems.
- Experience of cash handling.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Positive approach to problem solving.
- Flexible approach to duties and working hours and a willingness to work anti-social hours.
- A willingness to undertake developmental opportunities.
- The role includes regular manual handling, lone and assisted lifting tasks to facilitate the movement of equipment and furniture when setting up and packing down events.

Desirable

- Level 2 Food Safety qualifications.
- Basic knowledge of surrounding area.
- Enthusiasm and interest for events, hospitality and live theatre.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.