



JOB DESCRIPTION

EVENT ASSISTANT - SUMMER 2021

Job Title: Event Assistant

Reports To: Staff Supervisor

Based at: MultiStory, NCP Castle Terrace

Engagement Period: 5-29 August 2021 plus online training in advance (date/time to be confirmed)

Rate of pay: £9.00/hour

Contracts: Full time 7-8 hour shifts with 30 minute compulsory unpaid break, 6 days/week including a combination of daytime, evening and weekend shifts

Restrictions: Applicants must be 18+ and have legal right to work in the UK

Context

In 2021, Gilded Balloon, Zoo Venues, Traverse Theatre and Dance Base are collaborating on a brand new Covid-safe outdoor live performance space in the West End of Edinburgh. The new venue will host children's entertainment, comedy, musical theatre and dance performances in a safe and socially distanced outdoor space. The site will also have bars, food from local food vendors and art installations.

About the role

Event Assistants are responsible for creating a welcoming atmosphere and ensuring the safety of audiences to MultiStory. Event Assistants will help audiences enter the venue and get to their seats safely, check tickets and provide drinks table service from the Gilded Balloon bar. The ideal candidate is pro-active, with great stamina and a friendly personality!

Duties include:

- Working as part of the venue team to ensure the safety and comfort of patrons in and around the venues
- Scanning tickets, managing queues and directing patrons to the correct seats
- Being proactive in approaching audience members to ensure they know where to go
- Cleaning and disinfecting all areas between each show and at the end of the day in line with COVID19 procedures
- Being the first point of contact for the general public and providing a high level of customer service
- Operating in line with liquor regulations and relevant venue licences
- Providing food and drinks to customers via table service throughout shows
- Following and enforcing COVID19 procedures including mask wearing, sanitising and following one way systems
- Being confident in following emergency procedures such as lost children, evacuation, active attacker protocol and first aid policies

- Mediating customer conflicts and escalating to Supervisors/Managers as appropriate
- Completing other reasonable duties as requested by the Supervisors/Manager

What we are looking for...

- Previous experience in a customer service role
- Excellent communication skills
- Confidence working individually and as part of a team
- Available to work a variety of hours including evening and weekends throughout the contract period

In addition to the above, it would be nice to have...

- Previous experience of working as part of a front of house, bar or box office team in a venue or at a festival
- A passion for the arts industry
- And, of course, a sense of humour

How to Apply...

To apply for this role, complete the application form at

www.gildedballoon.co.uk/about/work-with-us

You can contact emily@gildedballoon.co.uk if you have any questions or would like an alternative way to apply.

General Recruitment Information

- We get a high volume of applications for many of our roles so unfortunately we are only able to contact those selected for an interview.
- Interviews will take place on Zoom or Skype throughout June and July.
- All post holders will be issued a contract/agreement to sign prior to beginning work with us.
- All staff will be given training and inductions relevant to their role.
- Successful candidates will be employed/contracted by Gilded Balloon for this role.
- We are unable to contribute to accommodation, living and travel expenses.
- Gilded Balloon is an equal opportunities provider and encourages applicants from diverse backgrounds. Email us if you would like a copy of our Equality, Diversity and Inclusion Policy.