



## JOB DESCRIPTION

### EVENT SUPERVISOR - SUMMER 2021

**Job Title:** Event Supervisor

**Reports To:** Head of Operations

**Based at:** MultiStory, NCP Castle Terrace

**Engagement Period:** 4-30 August 2021 plus online training in advance (date/time to be confirmed)

**Rate of pay:** £9.30/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

Supervisors oversee the MultiStory Event Assistants connecting our front of house, bar and ticketing service and work closely with the site team to ensure the safety of audiences. The role would be ideal for someone who has worked front of house, box office or bar in a busy theatre or festival before, is a fast learner and thrives on being at the heart of a busy team!

#### Duties include:

- Working with the Head of Operations to deliver a fully covid safe and enjoyable event for all audiences
- Supervising a team of event assistants, ensuring excellent front of house service and allocating and supporting staff throughout the shift to maintain efficiency and safety
- Mediating customer conflicts and being the point of escalation for staff and knowing when to further escalate issues to management or security
- Assisting staff with operational tasks such as queuing, scanning tickets, seating audiences and bar service
- Ensuring show start and end times, audience numbers and issues are reported to management as required
- Having a full understanding and enforcing health and safety regulations, licensing law and all other legislation relevant to your role
- Enforcing COVID19 procedures, ensuring that all areas are cleaned and disinfected after every show

- Following and enforcing COVID19 procedures including mask wearing, sanitising and following one way systems
- Being engaged with the programme and facilitate appropriate and timely bar services
- Understanding and actively supporting all company policies
- Communicating with other departments/companies (eg. food vendors, production) to ensure the safest and highest level of service
- Completing other reasonable duties as requested by the Manager.

#### **What we are looking for...**

- Previous experience in a front of house, box office, bar or other customer service role
- Previous experience managing or supervising a team
- Excellent communication skills
- Confidence using your own initiative and working 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, as a member of staff or supervisor, in a venue or at a festival
- Experience using VIA or similar ticketing systems
- 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](http://www.gildedballoon.co.uk/about/work-with-us)

You can contact [emily@gildedballoon.co.uk](mailto: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.