



Job Description

Visitor Experience Team Member with Horsecross Trading

Purpose of Role

To provide fantastic customer care, deliver the highest operational standards and to adhere to all company Legal and Health and Safety obligations.

We want to create memorable visitor experiences for everyone who enters into either of our buildings. It has to be consistently brilliant and safe throughout their entire journey where they encounter genuine, warm and helpful team members each step of their way.

As a VET (Visitor Experience Team Member) you will exceed customer expectations and establish great working relationships with your colleagues that can be relied upon week in week out.

Organisational relationships

Line Manager: Visitor Experience Manager

External Relationships: Customers

Location

You will be based at both Perth Concert Hall and Perth Theatre and will be required to work across both spaces.

You may be asked to tour with productions and undertake other projects off site on occasion.

Duties and Responsibilities

- To work in a multi-tasking team that covers Bar Operations, Food Service, Waiting On, Ushering, Merchandise/Ice Cream Sales and Cleaning Details.
- To exceed customer expectation throughout the entire customer journey with exceptional customer care and assistance.
- Upselling our products from catering
- Have a clear understanding of product knowledge and of future events/shows
- Cash handling/security
- Health and Safety obligations
- To work well and consistently within the Visitor Experience team.
- To have a keen eye for attention to detail in each of the multi-tasking disciplines.
- To ensure you are ready and focussed for each shift you are scheduled for and on time

This job description is not exhaustive, and the post-holder will also be required to carry out any other reasonable duties.

Responsibilities of all staff



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- To be aware of the work of other departments in the delivery of the company's charitable objectives.
- Take an active part in communicating and cooperating with the entire Horsecross team
- Follow all Horsecross guidelines, policies and procedures
- Work in accordance with the Equality & Diversity Policy of Horsecross
- Be aware of and comply with rules and legislation pertaining to Health and Safety at work
- Have a proactive approach in your day to day approach to your role and your team

Person Specification

We are looking for people who can play a vital role in the day-to-day operations of Horsecross Trading, operating as a member of a high-performance team, with the following skills and experience:

Essential skills & experience

- Ability to work under pressure
- Excellent organisational and communication skills
- Excellent customer care skills
- Develop great working relationships with your fellow team members
- Standards in work and appearance.
- Multi-tasking skills, ability to adapt from one to the other

Desirable skills & experience

- Cash handling skills
- Knowledge of Scottish Licensing Laws
- Catering environment experience
- Knowledge of Scottish Arts Scene

Terms and Conditions

Rate (Standard): £9.60ph

Payments will be paid in monthly instalments. You will be paid monthly by bank credit transfer on the last working day of the month.

Hours of Work:



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Horsecross Arts is under no obligation of offer you any regular hours of work. This is a casual position designed for persons who wish to undertake occasional or ad hoc additional work to support us during our busier periods.

Shifts on offer are often at evenings and weekends

Shift Offering

Shifts will be offered on an ad hoc basis and no guarantee of hours is made.

Horsecross will endeavour to offer shifts with as much notices as possible but the nature of the industry is such at shifts can be offered at late notice.

You are not obliged to accept any shift.

Horsecross Arts reserves the right to award shifts on a first come, first served basis and / or by giving preference to individuals who best suit the needs of the specific call being made.

Holidays

Holiday pay will be added to your monthly pay.

Pension

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

Notice

Horsecross Arts shall be required to give you 24hrs notice of any shift cancellation.

Any person who does not make contact with Horsecross Arts for more than 3months may be removed from the casual list.