

Job Description – Welcoming Team Member

Company: Festival Republic
Event: **BBC Radio 2 In The Park**
Dates of work: 16th September (arrival day). 16th & 17th September May
(working days).
Event Location: Victoria Park, Leicester
Reports to: Manager, Supervisors and Staffing Coordinators
Working hours: Onsite hours to be determined on arrival to site. 8-12hrs expected per day.

Deadline for applications:

***Roles filled on a first-come-first-served basis. Final deadline Tuesday 12th September 2023
12:00 Midday***

Role Description

The Welcoming Team will be the first point of contact for the customers so need to create a good first impression by being friendly, approachable, and providing good customer service.

The expected shifts will range from 8 – 12 hours for each event day dependent on requirements. The shift lengths will be determined based on customer arrivals so hours are not guaranteed but you will be able to spend any free time when not on-shift enjoying the event. The pay for this position is in accordance with the **National Living Wage, £10.42** per hour.

Responsibilities

- Be the first point of contact and provide a positive customer entry experience.
- Politely and professionally guide fans through the entry process correctly.
- Identify any issues and escalate them to the Supervisor(s).
- Maintain a professional customer-facing demeanor throughout your shift and be proactive to help a speedy and safe entry to the event for our fans.

Requirements

Skills / Knowledge / Experience

- Must be **18 years of age** to be eligible.
- Due to the nature of the role being positive and upbeat is essential.
- Previous customer service experience is desirable.
- The ability to stand in a stationary position for extended periods of time is part of the role. If you have specific Accessibility needs, these should be detailed on your application so we can offer assistance where needed.
- Basic understanding of technology is desirable but not essential as training will be provided.
- Reliable and able to show up to provided shifts throughout the full weekend (16th & 17th September'23).
- Able to manage your time effectively.