



Stewards

Candidate Information

July 2022

A photograph of a person standing on a stage, speaking into a microphone. The stage is lit with blue light, and there is a large audience in the foreground. The background shows a building with many windows. A green semi-transparent box is overlaid on the image, containing the text for the table of contents.

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What is Liverpool Philharmonic?

Liverpool Philharmonic enhances and transforms lives through music.

At the heart of our work is the critically-acclaimed Royal Liverpool Philharmonic Orchestra (the UK's oldest) and Choir; an extensive programme of participatory work with young people and others across our community; and presentation of almost 400 concerts and events each year at our home, Liverpool Philharmonic Hall.

Liverpool Philharmonic is rooted in our city

We are central to Liverpool's cultural offering, being the largest music organisation and one of the largest cultural organisations in the city, employing over 240 people. As well as our work in Liverpool our Orchestra represent the city with performances and broadcasts across the UK and around the world.

The city's young people are a central focus of our work. Our In Harmony programme provides an intensive, daily music-making programme for over 1500 children in Everton and Anfield, North Liverpool, and we run more than 5,000 workshops and events in community settings for all ages across the City. The Liverpool Philharmonic Youth Company provides a range of opportunities for music making for young people, including the Liverpool Philharmonic Youth Orchestra, Liverpool Philharmonic Youth Choir, Children's Choirs, and Rushworth Young Composers programme.

We work in partnership with the Mersey Care NHS Foundation Trust delivering programmes which support people in the Liverpool city region living with a range of mental health needs.

Liverpool Philharmonic is committed to diversity and inclusion

We work hard to reach right across our community through our learning work, and concert programme.

We attract world class artists to perform at Liverpool Philharmonic Hall and our small venue, Music Room, with a diverse programme of performances ranging from classical, contemporary, rock, pop, folk, roots, and jazz to comedy, film and spoken word. We work with many organisations and cultural partners in the City to ensure that the artists and performances we put on stage, and the audiences we attract truly represent our community.

And we are working hard to ensure that our workforce is as diverse as possible.

Liverpool Philharmonic reaches more people than any music organisation outside London.

Over
350,000

people attend Liverpool Philharmonic concerts each year.

73,000
young
people

participate in our Youth Company and associated ensembles, attend concerts or take part in our In Harmony programme.

Around
900,000
people

in 92 countries listen to our recordings each month on Spotify, more than any UK orchestra outside London.

Over
12,000
people

have benefitted from our music and mental health programme over the last 13 years.

What is the role?

- **Job Title:** Steward
- **Responsible to:** Head of Visitor Experience
- **Reports to:** Event Management
- **Salary:** £9.90 per hour – the real living wage
- **Contract:** Casual – variable hour
- **Place of work:** Liverpool Philharmonic Hall and external venues as required

• **Principal role:**

Our stewarding team are the face of Liverpool Philharmonic to many visitors and deliver an exceptional level of customer service to all. As a Steward, you will be responsible for welcoming people to our spaces and undertaking operational duties relating to our event functions in a fast-paced environment. These include ticketing and safety checks, assisting visitors with enquiries or those who may have access needs, holding responsibilities in the event of an emergency and the selling of event related products.

You will be confident in dealing with a broad range of visitor queries, able to work calmly under pressure and you'll be confident in dealing with situations where people's behaviour may be challenging. You'll communicate to our visitors a passion for Liverpool Philharmonic and you'll strive to ensure that we continue to maintain an excellent and enjoyable experience for all.

• **General responsibilities:**

- To welcome and proactively assist visitors to Liverpool Philharmonic Hall, Music Room and some external venues when required.
- To undertake accurate ticketing scanning and physical ticketing checks during event ingress ensuring that only people with valid tickets are admitted and any complimentary / guest list attendees are managed via approved lists.
- To proactively offer directional assistance to visitors, provide information on events, manage queues and assist in crowd control.
- To be confident in resolving visitor queries or complaints, this will include situations where people's behaviour will be challenging or disruptive - and to escalate any incidents to a manager and our SIA security team when appropriate to do so.
- To remain vigilant whilst on shift, monitoring your area of deployment and ensuring that all house policies for the event are maintained.
- To maintain a thorough knowledge of Liverpool Philharmonic's visitor facilities and services and to take personal responsibility in keeping up to date.
- To participate in the enforcement of any house policies relating to events, such as photography rules, latecomers' admissions and audience behaviour.

• **General responsibilities:**

- To undertake assigned health and safety responsibilities whilst on shift, ensuring that necessary pre and post event checks are completed, assist as required in the event of an emergency and to ensure safety duties relating to your deployment position are carried out correctly.
- To be proactive in identifying any health, safety, or security concerns to the duty manager as soon as possible and to put training in to practice whenever you are on shift.
- To sell confectionary and merchandise, including programmes, ice creams and pre-packaged beverages and undertake associated cash handling duties in line with company policy.
- To participate in room set ups for events. This will involve the moving of furniture, chairs and other event related equipment.
- To be proactive in assisting people who may have access needs.
- To provide back of house support on occasion, working with visiting artists, tours, promoters, and event organisers.

• **Other:**

- To work fellow Stewards and the wider organizational staff to help promote a positive and proactive safety culture in the department.
- To demonstrate an interest in Liverpool Philharmonic's artistic programme, learning and educational activities to audiences.
- To be fully compliant with uniform and presentation standards when on duty.

In addition to the above, you may be asked to undertake other duties reasonable to the responsibilities of the post.



Skills and Experience

• Experience

Criteria	Essential	Desirable
Demonstrable experience of working in a busy, customer focused environment	★	
Experience of cash handling and sales	★	
Experience of dealing with customer queries and complaints	★	
Experience of dealing with challenging customer behaviour to achieve positive resolutions		★
Experience of working in a concert hall, theatre or live entertainment venue		★
Experience of working on busy live events		★
Experience of health and safety		★
Experience of crowd / audience management		★
Experience of using personal radios		★
Experience of supporting disabled people or people with access needs		★

• Knowledge, skills and abilities

Criteria	Essential	Desirable
Good numeracy and literacy skills	★	
Passionate about providing the best possible customer experience	★	
An efficient problem solver, able to access difficulties and implement effective solutions in a high-pressure environment	★	
High personal standards and an eye for detail	★	
Pride in personal appearance and presentation	★	
Strength of personality – able to communicate clearly to both individuals and groups	★	
Flexible approach to work, with the ability to work evenings, weekends and long hours where necessary.	★	
Level 2 award in Door Supervision or current SIA Door Supervisor License.		★
NVQ level 1 or higher in customer service or discipline relevant to the role of a Steward		★

Key Information

- **Salary**
£9.90 per hour – the real living wage
- **Hours of work**
This is a variable hour contract available in which hours will be allocated on an ad hoc basis to cover the events schedule. Liverpool Philharmonic operates all year round, including weekends and bank holidays - as such availability for evening and weekend work is an essential aspect of this post. Whilst most of our activities take place on evenings after 5pm, there are often stewarding requirements for daytimes.

We endeavour where possible to allocate 2-3 shifts per week with additional shifts often available due to operational demand. Less activity takes place in August and January, so there will be limited and in some cases no hours available during these periods.
- **Training**
Role specific training will be given to all successful candidates with opportunities for further training available.
- **Holidays**
As this is a variable hours post, you will accrue holiday at a rate of 12.07% of hours worked. Holiday pay can be taken as agreed by your line manager.
- **Pension**
Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join and enjoy employer contributions. In accordance with the Pension Act 2008, all qualifying employees are to be auto enrolled into the Group Personal Pension scheme. Liverpool Philharmonic makes a 3% contribution based on a 5% contribution by the employee.
- **Sickness Payments**
Liverpool Philharmonic has a sickness absence policy and payments during sickness absence will be made in accordance with the policy. Details of the policy are available on request.
- **Car Allowance**
A car allowance will be paid in respect of approved business journeys. The allowance is currently 40 pence per mile.
- **Other expenses**
Other expenses necessarily incurred arising from the performance of duties of the job will be paid, subject to clearance by the relevant line manager.
- **Whole Time Service**
During your employment with Liverpool Philharmonic, you must not, without written consent from the Chief Executive, undertake any outside work, paid or unpaid. Work of a literary or artistic nature is excluded from this condition, provided it does not create a potential conflict of interest.
- **Period of Notice**
The notice period for the termination of the contract of employment will be one week.

The Application Process

The application process for Stewards is in two stages:

Stage 1.

You can either:

- Attend one of our recruitment drop-in sessions to meet members of the team and learn more about the role. If you are then interested in applying, a member of the team will then need to speak to you privately. We'll need to ask some questions about you and your experience to help us shortlisting candidates. As part of the application, you will need to complete an equal opportunity monitoring form and we would encourage you to bring a copy of your current CV.
- Send us a maximum of 500 words telling us about yourself, why you are interested in the role - and relevant skills and experience.

Our recruitment drop-in sessions will be held on the following dates:

- Friday 29th July 2022 from 10am – 5pm at The Liverpool Lighthouse, Oakfield Road, Liverpool, L4 0UF. Please report to reception and a member of staff will be on hand to meet you when you arrive.
- Tuesday 2nd August from 4pm – 8pm at Liverpool Philharmonic. Please report to Stage Door located on Caledonia Street and a member of the team will be on hand to meet you.

Submitting a written application

If you are submitting a written application, you can do so by clicking [here](#).

You will be required to input your personal details and then asked to attach documents.

Please submit the following information together in **one** document:



A CV which doesn't include any personal details such as your name, date of birth, gender, address or phone number.



A maximum of 500 words detailing how you meet the requirements of the job.

If you require any support with this process, please contact recruitment@liverpoolphil.com

All applicants must have the right to work in the UK.

To finalise your application you are also required to complete our Equal Opportunities Monitoring Survey. Please [click here](#) to complete this.

The closing date for all Steward applications is 8pm on Tuesday 2nd August 2022.

Following the closing date, successful applicants will be invited to stage 2. Please note that due to the high volume of applications we receive, it will not be possible to contact applicants who have been unsuccessful at stage 1 or give individual feedback. If you have not heard from us by 5pm on Wednesday 3rd August, please assume that on this occasion your application has not been successful.

Stage 2.

For applicants invited to stage 2, you will be required to attend an interview event at Liverpool Philharmonic. This will take place on Friday 5th August from 5pm – 9pm. Applicants invited to stage 2 who applied via a drop in session will be required to bring a full CV if this has not already been provided to us. Further information on the interview event will be provided to successful applicants.

Start Date

We will expect you to be able to undertake your initial induction session and begin your training period week commencing Monday 22nd August 2022. Further information will be given to successful candidates.

Equal Opportunities Statement

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process.

LIVERPOOL PHILHARMONIC

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The work of Liverpool Philharmonic is supported by:



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