

Event Steward Role Overview

Role Duties include:

- Provide information on the event, facilities and schedule.
- Be visible to audiences by wearing your volunteer lanyard.
- Ensuring the safety of visitors to the Battery of Ideas. Making sure the spaces are safe for the public and reporting any issues to the Battery staff for action.
- Providing a warm and welcoming environment for our visitors, ensuring they get the most from their visit.
- Being the first point of contact for visitors and answering any queries.
- If it is a ticketed event check ticket details and direct into space.
- Support the promotion and marketing of the Battery which may include leafleting.
- Encourage visitors to complete a feedback form for the event.
- Report any security, safety or customer experience issue requiring attention immediately to the Battery of Ideas staff.
- Undertake any reasonable additional duties requested by the Battery team.

Person Specification

- A motivated team player, with a positive and flexible approach to work
- Good communication skills.

Skills Developed

- Experience of providing customer service in a public-facing role
- Excellent communication skills
- Good problem-solving skills, finding solutions to customer related queries
- Confidence in dealing with the public