

JOB DESCRIPTION	
Job Title	Steward
Reporting to	Senior Steward
Department	Front of House
Contract Type	Casual
PRINCIPAL PURPOSE OF THE ROLE	
To provide the highest standard of customer service resulting in the optimum sale of consumable products and other services, enhancing the customer experience of visiting Lighthouse.	
Planning and Delivery	
<ul style="list-style-type: none"> • To serve customers in all Lighthouse retail outlets. • To offer friendly greetings to customers at all times providing information and guidance. • To adhere to all health and safety regulations. • Maintain high standards in the serving and presentation of all confectionary and beverage items. • Checking tickets and sorting out any queries. • To offer friendly greetings to customers at all times providing information and guidance. • Re-stock all retail areas, including vending machines with confectionary and beverages offering customers' maximum choice at all times, whilst ensuring correct stock rotation. • Carry out duties relating to cleaning of the bar areas, including operation of dishwasher and disposal of refuse, in order to maintain highest standards of presentation. • To sell merchandise and confectionary and to carry appropriate cash handling. • Attend training courses as required and assist in the training of other Stewards as directed. 	
Communication	
<ul style="list-style-type: none"> • Attend team briefings and ensure that the flow of information, both within the department and to others, is clear, accurate and timely. • Check for departmental and company notices on both electronic and physical notice areas. • Effective communication with the Senior Steward regarding the preparation and delivery of events. 	
Finance	
<ul style="list-style-type: none"> • Ensure all sales and monies are correctly entered into Electronic Point of Sale (EPOS) Systems. 	
Health & Safety	
<ul style="list-style-type: none"> • Adhere to health & safety legislation and Poole Arts Trust's policies and procedures. • Maintain the highest standards of hygiene in the bar and catering areas adhering to procedures and monitors in place. 	

<ul style="list-style-type: none"> • To look after the health and safety of the customers whilst in the auditorium. • To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.
Representation
<ul style="list-style-type: none"> • Represent Lighthouse at performances, meetings and events, as and when required.
Diversity
<ul style="list-style-type: none"> • Embrace, promote and ensure the implementation of the Diversity policies of Lighthouse.
Values
<ul style="list-style-type: none"> • Promote and communicate Lighthouse’s values and culture to both internal and external customers.

Any other duties as may be reasonably required.

Person Specification

EXPERIENCE AND KNOWLEDGE

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| • Excellent customer service. | Essential |
| • Ability to organise own work. | Essential |
| • Previous experience in similar environment. | Desirable |
| • Knowledge and passion for the arts. | Desirable |

COMPETENCES AND SKILLS

- Excellent communication and interpersonal skills.
- Ability to work unsupervised and take responsibility.

PERSONAL CHARACTERISTICS

- Must enjoy working with people and be customer focused.
- Adaptable to change.
- Dynamic, energetic and enthusiastic.
- Proactive and results orientated.
- Tactful, approachable, discreet and diplomatic.
- Flexible and reliable.