ROLE DESCRIPTION

Festival Steward

The primary role of a steward is to assist with the delivery of an enjoyable and safe experience for Festival audiences. Stewards help the Festival to maintain a high level of customer care and provide practical assistance both inside and outside the venue.

Festival stewards represent a large proportion of those carrying out public roles during the Festival and therefore, as far as the audience is concerned, these individuals are as much the "face" of the Festival as the full-time staff. It is therefore important that Stewards present themselves in a positive and professional manner at all times.

Core Tasks:

- help the Front of House Manager and/or Festival Team members to set up the venue
- greet the audience upon arrival
- check tickets of those arriving and sell tickets on the door
- show audience members to their seats
- answer simple questions from audiences members
- sell programmes and/or merchandise
- help to clear the venue at the end of the performance
- in the event of an emergency, assist the Front of House Manager as appropriate. (NB : instructions will be given on a venue-by-venue basis)

Festival Stewards are normally required for approximately four to five hours for a performance.

We are looking for someone who has:

- excellent communication and interpersonal skills to deal with a range of enquiries from members of the audience
- a flexible and pro-active approach - the Festival comprises a variety of events and work. Some events require volunteers to be very hands-on and willing to undertake a variety of basic tasks (for instance, stacking chairs)
- the ability to handle cash confidently
- a friendly disposition
- commitment and reliability

Although volunteers give their time freely (and the Festival appreciates that volunteers are under no obligation to give their time), 100% attendance and application is required.