



LIVERPOOL PHILHARMONIC

Steward

PHILHARMONIC HALL

Candidate Information
November 2024

Welcome to 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 represents 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 1750 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 several Liverpool NHS Trusts delivering programmes which support people in the Liverpool city region living with a range of mental and physical 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 a 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 18,000 people have benefitted from our music and health programme over the last 15 years.

What is the role?

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- **Title:** Steward
- **Department:** Performance and Learning
- **Location:** Liverpool Philharmonic Hall, Music Room and some other venues if required
- **Responsible to:** Event Managers
- **Contract:** Variable Hours, permanent

Principal Role

The Stewarding team are responsible for supporting our visitors' experience at Liverpool Philharmonic, delivering world class customer service and ensuring that people are safe at all times. Working directly on our events and activities, this varied role is ideal for people who have a passion for and are confident about working with the public.

This role is for you if:

- You thrive working in a busy customer-focused environment.
- You are passionate about people having great experiences, especially at live events.
- You're confident when working with the public.
- You'll take pride in your role as a representative of Liverpool Philharmonic and the work that we do.
- You're a team player, willing to go the extra mile with excellent problem-solving skills.

This role is not for you if:

- You feel uncomfortable working in a busy, fast-paced environment. Our performance spaces are very busy at events.
- You feel you may have difficulty in in approaching members of the public and working to resolving issues.
- You feel you may find it difficult to deal with people whose behaviour can be challenging, such as people under the influence of alcohol, engaging in disruptive behaviour or who may have opinions or views different to your own.
- You are unable commit to regular late evening and weekend work.
- You are unable to complete physical manual handling elements of the role, such as moving of chairs or other event furniture and equipment.

Key Responsibilities

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- Welcoming and supporting visitors at Liverpool Philharmonic Hall, Music Room and some external venues if required.
- Undertaking 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.
- Proactively offering directional assistance, providing information to audiences at events (such as timings, house policies etc), to support in managing queues and assisting in crowd management plans.
- To help resolve visitors' individual complaints, or disputes between different visitors. This will include situations where people's behaviour will be challenging and disruptive. You will be required to escalate any incidents to a manager and our SIA security team when this is appropriate to do so.
- To maintain a visible presence whilst on duty, monitoring your area of deployment and ensuring that all house policies for the event are implemented. This will include the enforcement of any house policies relating to events, such as photography rules, latecomers' admissions and audience behaviour.
- To maintain a thorough knowledge of Liverpool Philharmonic's visitor facilities and services and to take personal responsibility in keeping up to date.
- 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 an Event 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 soft / alcoholic beverages, and undertake associated cash handling duties in line with company policy. Liverpool Philharmonic is a cash free venue.
- To participate in room set ups for events. This will require you to move furniture, chairs and other event-related equipment.
- To provide back-of-house support on occasion, working with visiting artists, tours, promoters, and event organisers as directed by the Event Managers.

Other Responsibilities:

- To work with fellow Stewards and the wider staff team to help promote a positive and proactive culture in the department.
- To demonstrate an interest in Liverpool Philharmonic's artistic, learning and educational activities to audiences.

- To be fully compliant with uniform and presentation standards when on duty.
- To be fully compliant with the safety critical responsibilities of your role and allocated position at all times.
- In addition to the above, you may be asked to undertake other duties reasonable to the post.

Person Specification

We're interested in hearing from you if you feel that you would be a perfect fit for the role of Steward as training will be given, however, the following skills and experience would be desirable.

- Customer service experience, especially in a busy environment.
- Experience of working with the public in live events or the hospitality industry.
- Experience of health and safety in the workplace.
- Experience of crowd management / audience supervision.
- Experience of cash handling or sales, ideally in a hospitality / retail environment.
- Confident in working with the public and responding to challenging situations.
- Strength of personality and excellent communication skills.
- Ability to demonstrate a passion for music and the live event experience.
- The ability to work under direction to policies and procedures.
- High standard of personal presentation and pride in your appearance.

Key Information

- **Salary:** £12.00 per hour - the Real Living Wage. The minimum call guarantee payment is 4 hours for each event Stewarding shift.
- **Employment type:** Variable hours / permanent.
- **Hours of work:** There are no guaranteed hours for this role, Stewarding rotas are arranged to suit the needs of the business.
- **Place of Work:** Liverpool Philharmonic Hall or external venues as required.
- **Holidays:** You will accrue holiday based on the number of yours which you work. This can be taken as agreed by your line manager.

What benefits are offered?

Pensions

Access to a Group Personal Pension Scheme whereby employees are auto enrolled and can enjoy employer contributions.

Training and Development

We offer a dedicated training and development fund to support the growth and progression of our employees.

Service Awards

Employees are provided with additional time off and cash incentives at various long service milestones.

Complimentary staff tickets

Complimentary staff tickets are available, and employees are encouraged to attend events.

Health Cash Plan

Following two years' service you will have access to a health cash plan with an external supplier. This provides cash back towards everyday healthcare bills and a range of other wellbeing benefits.

Discounted Staff Parking

Access to reduced price parking (subject to availability) in car park operated by Liverpool Philharmonic for employees who choose to drive in to work.

How to Apply

Please [click here](#) to submit your application.

You will be required to input your personal details and then asked to complete the required information.

You will also be asked to add a supporting statement, which can be a maximum of 500 words detailing why you feel you'd be the perfect candidate for the role of Steward (this statement must not include any personal details such as your name, date of birth, gender, address or phone number).

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

Applications are due no later than 12 noon on Wednesday 13 November 2024. No applications will be accepted after this time.

All applicants must have the right to work in the UK and proof of this must be provided prior to commencement of employment.

Interviews

Short-listed candidates will be invited to attend an interview on Monday 18 November 2024 at Liverpool Philharmonic Hall, Hope Street L1 9BP.

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.

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Royal Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool L1 9BP

Box Office: 0151 709 3789

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