



## JOB DESCRIPTION

<b>ROLE:</b>	Casual Host
<b>DEPARTMENT:</b>	Operations
<b>REPORTS TO:</b>	Duty Manager
<b>DURATION:</b>	Casual
<b>SALARY</b>	<b>£8.45 per hour</b> <b>(Plus 12.07% for untaken annual leave entitlement)</b>

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### **Background:**

Belfast Waterfront and Ulster Hall Ltd is a new arm's length company responsible for the operation and commercial growth of the Waterfront and Ulster Hall on behalf of Belfast City Council.

We are looking for a high performing, motivated and experienced Production Manager to join the Belfast Waterfront and Ulster Hall team with specific responsibility for creating and delivering events to highest standard in accordance with BWUH's strategic objectives.

### **Job Purpose:**

Casual workers will be responsible to the Duty Manager working as part of the Front of House Event's team providing a high level of service to all BWUH customers. They will ensure customer expectations are exceeded through acting as a host and providing advice and direction to guests regarding the event, venue or the city.

### **Summary of responsibilities & personal duties:**

- To offer a high level of customer care to all of the customers of BWUH, internal and external, including those customers with special needs.
- To meet and greet members of the public, solving problems, answering queries, offering directions, giving advice and endeavouring to ensure their visit to the venues meets with their expectations.
- To monitor customer behaviour informing the duty management team of any potential situations or incidents which may result in the removal of patrons from the venue.
- To assist in the emergency evacuation procedure at BWUH and act on the information and direction provided by the duty management team.
- To check tickets ensuring they are valid.
- To work alongside BWUH appointed contractors.
- Ensuring continuity within our service standards.
- To usher patrons to their seats efficiently and effectively.
- To admit latecomers to the auditoria applying the latecomer policy provided
- To comply with the BWUH customer complaints procedure.
- To conduct tours of the venue as and when required.

- To assist as required with the selling of merchandising programmes sales, food and beverage products.
- To carry out customer surveys when requested.
- To assist as necessary in the cloakroom areas.
- To handle accurately and honestly cash transactions by credit card.
- To report accidents, liaising with First Aid providers ensuring casualties are assisted quickly and effectively.
- To carry out light cleaning and portage duties when required as directed by the Duty Management team.
- To ensure the highest level of professionalism and customer care in the delivery of the services within the control of the post.
- To deal with customer complaints in accordance with the BWUH's complaints procedure.
- To assist in maintaining good public relations and actively promoting the BWUH's image and facilities.
- To undertake such other relevant duties as may from time to time be required.

### **Person Specification:**

Applicants **must** have

- Experience of providing excellent customer service support and dealing effectively with difficult customers or members of the public in person.

### **Special Skills & Attributes:**

Applicants must be able to demonstrate the following competencies which will be tested at interview:

- **Communication skills:** the ability to listen to and give clear instruction and operational information to team members and the ability to complete standard forms clearly and provide responses to complaints.
- **Customer care skills:** the ability to deal diplomatically and sensitively with difficult situations face to face and on telephone with colleagues, customers, clients and members of the public and to resolve customer complaints satisfactorily.
- **Organisational and decision making skills:** the ability to plan daily workload taking account of the venues' priorities and work in an organised, methodical manner and make operational decisions and resolve problems to achieve satisfactory outcomes.
- **Team working skills:** the ability to work as an effective team member and on your own initiative and contribute to success of the team and achievement of team objectives.
- **Health and safety skills:** an awareness of health and safety legislation and the ability to deal effectively with health and safety issues within a busy conference facility, as appropriate to the role.



## Selection Process

### **To Apply:**

To apply for this post, please send your CV, covering letter and monitoring form to emailed to [hrinbox@waterfront.co.uk](mailto:hrinbox@waterfront.co.uk) or posted to HR Team, Ulster Hall, 34 Bedford Street, Belfast BT27FF.

**Please note that due to the high volume of applications, we are only able to contact those applicants who have been shortlisted to the next stage of the recruitment process.**