# liverpool_philharmonic_OM_CMYK

## RECRUITMENT OF

Stewards

(January 2017)

INFORMATION FOR CANDIDATES

Application Instructions

Introduction to Liverpool Philharmonic

Job Description

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Liverpool Philharmonic Hall

Hope Street

LIVERPOOL L1 9BP

Tel: 0151 210 2895

Fax: 0151 210 2902

Application Instructions

Thank you for your interest in the post of Steward

Enclosed, you will find:

* Background information about the Royal Liverpool Philharmonic
* Job Description
* Person Specification
* Conditions of Employment

The application form consists of two parts:

Section A: Personal details and equal opportunities monitoring

Section B: Supporting information

In section B please ensure you highlight how you meet the criteria outlined in the Person Specification, as this will form the basis of the shortlisting process.

Once completed, section A and section B of the application must be returned no later than **12 noon Monday 30 January 2017.** Applications should be submitted either by email to [recruitment@liverpoolphil.com](mailto:recruitment@liverpoolphil.com) or hard copies sent in the post to:

Human Resources

Royal Liverpool Philharmonic

Hope Street

Liverpool, L1 9BP

Please identify either in the title of your email or on the back of your envelope the post for which you are applying.

**We are unable to accept applications after the deadline.**

CVs may be submitted as additional material but not instead of a fully completed application form. Application forms marked “please refer to CV” will be rejected. **All personal details must be removed from a CV; failing to do this will mean that your CV is not considered as part of the selection process.**

**Recruitment Days, Interviews & Induction**

Short-listed candidates will be invited to a recruitment day to be held at Liverpool Philharmonic **on 7 February.** Candidates successful in the recruitment day selection process will be asked to attend a short interview on the same day.

Appointed candidates will be required to attend induction training and their employment will start **w/c 20 February 2017.**

Liverpool Philharmonic

*“We enhance and transform people’s lives through music.”*

Founded in 1840 by a group of Liverpool music lovers, the Royal Liverpool Philharmonic is the UK’s oldest continuing professional symphony orchestra and one the world’s oldest concert societies. It has always been at the heart of Liverpool’s cultural life and today is a rapidly developing, forward looking and innovative arts organisation. 2015 sees the 175th anniversary of the founding of the Royal Liverpool Philharmonic with special events and celebrations planned to mark this milestone in our history.

The original vision of that first committee has remained a driving ambition, and is interpreted today in the organisation’s mission ‘to promote the love of music and music making’ through a dynamic group of music ensembles at the centre of which is the award-winning Royal Liverpool Philharmonic Orchestra and its associated ensembles; Liverpool Philharmonic Hall, one of the UK’s premier arts and entertainment venues; the Royal Liverpool Philharmonic Choir; Liverpool Philharmonic Youth Orchestra, Youth Choir, Training Choir and Melody Makers; a chamber music series and an extensive learning programme which is a leader in its field in its quality, reach and impact on our communities.

Liverpool Philharmonic presents more than 400 concerts and events at Liverpool Philharmonic Hall and venues across the City annually, including concerts by the Royal Liverpool Philharmonic Orchestra and its associated ensembles in Liverpool. The Orchestra also performs in concert halls across the UK and internationally.

More than 350,000 children and adults engage with Liverpool Philharmonic, either as ticket buyers for performances or as participants in workshops and associated events each year. Liverpool Philharmonic has built a reputation as the Liverpool city region’s music development agency and partner of first choice for the delivery of music, learning and production services across musical genres.

**Royal Liverpool Philharmonic Orchestra**

The award-winning Royal Liverpool Philharmonic Orchestra is the UK’s oldest continuing professional symphony orchestra. Vasily Petrenko was appointed Principal Conductor of the Orchestra in September 2006 and in September 2009 became Chief Conductor. He joins a distinguished line of musicians who have led the Orchestra during its illustrious history including Max Bruch, Sir Charles Hallé, Sir Henry Wood, Sir Malcolm Sargent, Sir John Pritchard, Sir Charles Groves, Walter Weller, David Atherton, Marek Janowski, Libor Pešek KBE, Petr Altrichter and Gerard Schwarz.

The Orchestra gives over sixty concerts each season in its home, Liverpool Philharmonic Hall, and in recent seasons world premiere performances have included major works by Sir Peter Maxwell Davies, Sir John Tavener, Karl Jenkins, Michael Nyman and Jennifer Higdon, alongside works by Liverpool-born and North West-based composers including John McCabe, Kenneth Hesketh, Emily Howard, Stephen Pratt and Mark Simpson. Collaborations with international artists from rock, pop and roots music include Sir Paul McCartney, Elvis Costello, Liverpool electronica group Orchestral Manoeuvres in the Dark, Ian Broudie and the Lightning Seeds and West African Kora player, Toumani Diabaté.

The Orchestra also performs widely throughout the UK and internationally, most recently touring to Japan, China, Switzerland, France, Luxembourg, Spain, Germany, Romania and the Czech Republic.

With Vasily Petrenko, recent additions to the Orchestra’s critically acclaimed discography include Tchaikovsky’s *Manfred Symphony* (Gramophone Awards Orchestral Recording of the Year 2009); the world premiere performance of Sir John Tavener’s *Requiem;* Rachmaninov’s *Symphony No.3* (which won Petrenko Germany’s Echo Klassik Awards 2012 Emerging Artist of the Year), *Symphony No. 2*, *Symphony No. 1, Symphonic Dances,* and complete Piano Concertos with Macedonian pianist Simon Trpčeski; and Tchaikovsky’s *Piano Concertos Nos. 1 and 2*, also with Trpčeski. The recording of Shostakovich’s *Symphony No.10*, part of the complete symphony cycle on disc, was the Gramophone Awards Orchestral Recording of the Year 2011.

Liverpool Philharmonic’s award-winning partnership with Classic FM, the UK’s biggest commercial radio station with five and a half million listeners tuning in each week was established in 2001. The partnership has successfully built new audiences for classical music in Liverpool. The Orchestra is adopted as The Classic FM Orchestra in North West England. Liverpool Philharmonic also has relationships with other broadcasters including the BBC and Sky Arts.

**Liverpool Philharmonic Hall**

There has been a Philharmonic Hall on Hope Street since 1849. It was destroyed by fire in 1933 and the current art deco, Grade II\* listed Hall opened on the same site in 1939. Liverpool Philharmonic Hall presents on average 250 events each year, including over 60 concerts by the Royal Liverpool Philharmonic Orchestra, and sells approximately 250,000 tickets annually.

The Hall is recognised as one of the UK’s premier venues for its wide-ranging presentation of the best in contemporary and roots music, partnerships with festivals, broadcasters and promoters and innovative approaches to classical and non-classical programming. In addition, Liverpool Philharmonic Hall also offers a unique cinema experience and a popular film programme, a comedy line-up featuring many of the top stand-up comedians in the country, as well as hosting numerous community events such as graduation ceremonies, school and college prize giving’s, charitable concerts, business and private functions and civil weddings and partnerships.

Liverpool Philharmonic is a significant partner in the programming, marketing and management of the City’s spectacular St. George’s Hall Concert Room, and has responsibility for the operations management of Liverpool Philharmonic’s rehearsal, recording and learning venue at the former Friary Church in North Liverpool, now called *Liverpool Philharmonic at the Friary.*

Liverpool Philharmonic Hall underwent a major, multi-million pound refurbishment in 2014-15, and was completed in Autumn 2015, in the 175th anniversary year of the Royal Liverpool Philharmonic. As well as a major refurbishment of the front of house areas and auditorium, the works included a completely new extension housing new backstage areas, office spaces, and the Music Room, a 180 seat flexible venue which presents over 100 concerts per annum, plus learning events, and private functions and meetings.

**Learning**

Liverpool Philharmonic has a national and international reputation for its extensive Learning programme. It offers a range of inspirational lifelong learning opportunities to enjoy and take part in live music making, connecting people and communities to the world class Royal Liverpool Philharmonic Orchestra, Liverpool Philharmonic Hall and its diverse music programme.

Current flagship programmes include the annual Royal Liverpool Philharmonic Orchestra Schools’ Concerts performed to over 23,000 children from more than 300 schools; leadership of *In Harmony Liverpool*, the *El Sistema*-inspired music and social programme, and the *Musician in Residence* programme delivered in partnership with Mersey Care NHS Trust.

Each year, Liverpool Philharmonic delivers over 3,700 music workshops with a total attendance of 70,000 people in its venues and throughout our City. Liverpool Philharmonic supports and nurtures talented young musicians from across the region throughour Youth Company and higher education partnerships. Liverpool Philharmonic Youth Choir, Training Choir and Melody Makers draw their members from every corner of the community. The Youth Choir performed John Lennon’s *Imagine* in the Closing Ceremony of the London 2012 Olympic Games to a global audience of one billion. Liverpool Philharmonic Youth Orchestra has given young musicians from across the North West an unrivalled experience of orchestral training and performance since the 1950s. Its most famous old boy, Sir Simon Rattle became Patron in 2006.

Job Description

Title: Steward

Reports to: House Manager

Location: Liverpool Philharmonic Hall and other venues in Liverpool dependent upon the requirements of the post.

Contract: This is a variable hour contract. On average, we anticipate that the work will be approximately 15 hours per week, with the exception of August where we have no events.

Given the nature of our operation and this post, working hours will primarily be evenings after 5.30pm, including weekends and bank holidays.

Our expectation is that you are available to work 60-80 hours per month, increasing to 80-100 during our busy periods (May-June & October – December). You would also be expected to work during the Christmas and New Year period; we are only non-operational on Christmas Day and Boxing Day.

**Key Objectives**

The exceptional level of service delivered by our Stewards enhances the event experience for all our visitors. A genuine passion for providing fantastic service, both as an individual and as part of a team, is paramount to delivering and maintaining the excellent standards to which the Hall aspires. You will have a proactive role in the welfare and safety of all visitors, including key responsibilities during an emergency. You will enjoy engaging with people from all walks of life, acting as an ambassador for the Hall and promoting its facilities and services with natural flare and an enthusiasm for our charitable aims. Above all you will want to go the extra mile to create positively memorable experiences.

What you will be doing:

• Proactively help all visitors, enhancing their experience of Liverpool Philharmonic and ensuring they feel welcomed, safe and at ease throughout their visit.

• Offer directional assistance, answer queries, provide information, manage queues and assist in crowd control.

• Check tickets using a combination of hand-held scanning technology and visual inspection. • Provide support and assistance to visitors with access requirements.

• Take a proactive approach to resolving customer issues and problems, escalating promptly to a supervisor when appropriate.

• Actively maintain a thorough knowledge of all the Hall’s facilities and services and take responsibility for keeping up-to-date.

• Confidently and proactively sell retail items, such as programmes and merchandise, whilst displaying an enthusiasm for customer engagement and upselling techniques.

• Efficiently and effectively manage stock and cash control, ensuring accurate reconciliation of both.

• Fulfil other operational retail duties as required, such as moving and counting stock or effectively displaying merchandise.

• Supervise the cloakroom, overseeing the safe receipt, storage and return of customer items, ensuring all cash is reconciled.

• Maintain immaculate personal presentation and uniform standards.

• Take pride in the building by, for example, replenishing leaflet racks and assisting in maintaining excellent presentation standards throughout all public areas. Assist with rubbish clearance at busy times such as between closely-scheduled events.

• Engage positively with visitors to make them aware of house or event-specific policies, using proactive communication techniques to ensure compliance.

• Maintain a proactive approach to the health, safety and security of all visitors and staff at all times. Be vigilant for any hazards, alerting a supervisor as necessary. Proactively monitor front of house areas and audience behaviour, both inside and outside the auditorium.

• Maintain a thorough knowledge of role responsibilities in emergency situations. Assist visitors and staff calmly and efficiently, in the event of an evacuation.

• Support and liaise with other members of Hall staff to communicate effectively and collectively deliver an exceptional service.

• On duty basis, take instruction from Duty Managers, as well as supervisors and managers within the Front of House team.

• Any other duties as may be reasonably required by the front of house management team.

**Your working day**

A working day could comprise a morning (from 7am), afternoon or evening shift or a combination of these on any relevant day.

• Shift end times are estimated.

• The end of a shift may extend beyond midnight into the next day, which may be a nonworking day.

• Rosters are normally issued approximately 28 days before the start of the month.

You will be rostered across Monday to Sunday inclusive, including public holidays

Person Specification

**Steward**

Detailed below are the qualifications, knowledge/experiences and skills/abilities required for the post.

The essential column outlines the minimum essential requirements of the post. The desirable column shows additional attributes which would enable the post holder to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

You should ensure that any application clearly demonstrates your ability to meet at least all of the essential criteria listed below

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Customer Service/Hospitality qualification |  | **\*\*** |
| Current First Aid at Work certificate or commitment to completing this training |  | **\*\*** |
| Level II award in Door Supervision and current SIA Door Supervisor licence |  | **\*\*** |
| **Knowledge & Experience** |  |  |
| Experience of providing an exceptional level of customer service in a demanding fast-paced environment, ideally, but not necessarily, gained within a venue environment. | **\*\*** |  |
| Fluency in the English language and excellent communication skills, with a confident ability to engage with both individuals and groups | **\*\*** |  |
| Experience of cash handling and payment card processing | **\*\*** |  |
| Experience of reconciling cash and basic sales reports |  | **\*\*** |
| Knowledge of relevant health and safety legislation including risk assessments and method statements |  | **\*\*** |
| Experience of working efficiently under pressure in a busy, multi-faceted role | **\*\*** |  |
| Successful candidates should be physically fit enough to be able to undertake the required duties, which include extended periods of standing, an ability to climb many stairs and some manual handling. Duties are carried out both inside and outside the building. | **\*\*** |  |
| Understanding of the Equality Act 2010 and relevant Health and Safety legislation |  | **\*\*** |
| **Skills, Abilities & Personal Attributes** |  |  |
| Strong numerical skills for roaming sales. Experience of cash and stock handling is desirable. | **\*\*** |  |
| An ability to absorb and react to new information very quickly and to recall procedural, building and event knowledge accurately and efficiently | **\*\*** |  |
| Ability to work flexibly including weekends, evenings and bank holidays. You must be available at least four evenings per week and able to work three weekends per month. Daytime availability would be an advantage, as we do have daytime events throughout the year. | **\*\*** |  |
| Empathetic and responsive approach, always seeking a positive resolution to queries and problems. When necessary, an ability to convey negative messages in a positive way, in order to inform visitors of house policies | **\*\*** |  |
| An ability to remain calm, positive and professional under pressure in a public-facing role | **\*\*** |  |
| An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic | **\*\*** |  |
| An ability to instil confidence in people, both in day-to-day requirements of the role and in exceptional emergency situations | **\*\*** |  |
| Individual skills and characteristics which nurture effective teamwork to deliver exceptional service; co-operation, communication, motivation, flexibility, positivity and enthusiasm. | **\*\*** |  |
| A team player able to work collaboratively and positively with others to achieve common objectives | **\*\*** |  |
| Immaculate standard of personal presentation. | **\*\*** |  |
| A passion and initiative for service to ensure that the visitor’s experience is enhanced by your commitment and proactive approach | **\*\*** |  |

Conditions of Employment

**Salary**

* £7.20 per hour

**Hours of work**This is a variable hour contract. On average, we anticipate that the work will be approximately 15 hours per week, with the exception of August where we have no events.

Given the nature of our operation and this post, working hours will primarily be evenings after 5.30pm, including weekends and bank holidays.

**Holidays**

* You will accrue annual leave based on a full time equivalent of 28 days inclusive of public holidays (pro rata). These will be taken at times agreed with Event Managers.

**Pension**

* Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join end enjoy employer contributions.  In accordance with the **Pension** Act 2008, all qualifying employees will be auto enrolled into the Group Personal Pension scheme.

**Sickness Payments**

* Liverpool Philharmonic has a sickness absence policy and payments during sickness absence will be made in accordance with the policy. Details of the policy are available on request.

**Car Allowance**

* It is not expected that this post will require any business journeys however, for approved business journeys, an allowance will be paid currently this is 40 pence per mile.

**Other expenses**

* Other expenses necessarily incurred arising from the performance of duties of the job will be paid, subject to clearance by your line manager.