

## Student Staff Job Description

**Job Title:** Steward

**Responsible to:** Venues Duty Managers

**Outline of Post:** You will be required to work at various Guild nights and other Guild events and carry out all duties in a courteous manner. At all times you will provide an excellent standard of customer service.

**Hours:** Regular Wednesday and Saturdays up to 4am shifts.  
Other shifts include Monday to Saturday 8pm to midnight.  
Irregular late shifts at various points during the term. Maximum of 20 hours per week in term- time. You will need to be available to work Welcome Week 2024 and will also be expected to work a minimum of 1 in 2 club night shifts.

### **Duties and Responsibilities:**

1. To carry out all duties in a courteous, and when required, assertive, manner. At all times must take full regard of the Guilds policies including Equality & Diversity and Zero Tolerance.
2. To assist in enforcing fire regulations and operate the evacuation procedure when the fire alarm sounds.
3. Stewarding staff also take a high level of responsibility in watching out for any hazards that could cause harm to anyone attending that specific event.
4. Report any suspicious behaviour, directing customers around the venue, traffic management and direction.
5. To observe and work within licensing regulations and all Guild policies.
6. To observe Guild Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a manager.
7. To attend work looking clean, smart and wearing the uniform and any protective clothing

provided.

8. To attend and complete compulsory training as required.
9. To maintain a flexible approach to working duties.
10. To carry out other duties which naturally fall within the reasonable expectations of the post.

## Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- To provide high standard of customer care at all times, providing a helpful and friendly service in order to maximise the customer experience.
- To assist Venues staff in providing a safe social space for Guild members.
- To observe Guild Health and Safety procedures.
- Ensure there is good conduct by Guild members.
- Ensure the Guild operation is legally compliant to relevant legislation.
- Flexible, committed and punctual.
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.
- Able to stay calm and friendly under pressure in a busy environment.
- Keen to contribute to the success of Guild events.