# JOB DESCRIPTION

## Events Casual Steward

**Contract:** Casual/As required

**Rate of pay:** Hourly rate agreed annually plus holiday pay, based on 22 days Plus Bank hols Pro-rata.

**Currently £12.31 PLUS HOLIDAY PAY = £13.80 PER HOUR.**

**Location:** Beaulieu Estate – location dependent on event

**HOURS OF WORK**:

This role offers flexible working hours and is on an as-required basis when there are events taking place, typically on weekends. A calendar of events and availability form is issued prior to each events season for stewards to indicate their availability at that time. Stewards are then asked to work as required based on their stated availability:

* The events are staffed approximately one month prior to each event with staff being requested to work specific hours.
* The number of roles available and the hours vary depending on the event but can range from a minimum of 4 hours to some roles that are 12 hours per day on major events.
* Start times vary but can range from 6am on major events, and can include some evening events.
* Due to number of available roles differing, you may not be asked to work every event.

**Background:**

Beaulieu Enterprises Limited is the commercial organisation responsible for the running of the Beaulieu visitor attraction (home to the National Motor Museum), Beaulieu events, Buckler’s Hard village and the Buckler’s Hard Yacht Harbour on the Beaulieu River. It works very closely with the Beaulieu Estate and the National Motor Museum Trust.

The Events Department is responsible for delivering the calendar of events, typically running from April-September, across the Beaulieu and Buckler’s Hard sites. These include both internal events where the team are solely responsibly for delivery, and external events where we work in partnership with external organisations to host their event. The events are predominantly motoring related and outdoors.

This role will report to the Events Manager and the Assistant Events Manager.

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**Package:**

* Rate of Pay: Hourly Rate of at least £12.31 per hour plus holiday pay.
* Hours: Part-time, hours as required on a casual basis.
* Free on-site parking.
* Free entry to Beaulieu and Buckler’s Hard for employee plus up to 3 guests, including most in-house events.
* Access to Employee Assistance Programme for work and non-work-related support.
* Training: Basic training will be offered for the role (5 hours to be paid upon completion) such as but not limited to:

- Fire safety awareness

- Manual handling

- Customer service and Company Induction

- GDPR

- Equality in the workplace

- SCaN for the workplace

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**Role:**

The role offers the opportunity to work at a variety of exciting events. The Events Casual Steward role varies depending on the event but overall provides support at the events throughout the year to ensure their smooth running. This can include assisting with crowd management, ticket checking, vehicle stewarding, vehicle parking, overseeing an information point and general stewarding. You will be interacting with the public as well as working alongside other events stewards and external contractors on events.

**Main Duties**

Vary depending on the event and the role required but can include:

* General Customer Service roles such as on an information point.
* Monitoring access and egress points.
* Providing information and direction to visitors and exhibitors.
* Parking of display vehicles at events (proof of DVLA required)
* Assisting the events team with managing features at events.
* Ensuring crowd safety plans and procedures are adhered to.
* Reporting any suspicious behaviour.
* Queue management and crowd management.
* Ingress control (both vehicle or pedestrian) – ticket validation with scanners, ticket/pass checks, and queries.
* Gate stewards.
* Ticket sales – involving cash handling and possible use of card machines and/or tills.
* Egress control – Observing safe egress from areas, including emergency evacuation if required.
* Responding to accidents and incidents as directed.
* Reporting and recording details of accidents, irregularities, near misses, or incidents to the Manager.
* Maintaining safe working environments and health and safety management – copies of risk assessments are available in advance of the event.
* Some specific roles and responsibilities for positions at events, where briefing information is issued in advance. Such as:
* Minibus Drivers –we operate a 16-seater minibus service from the entrance to the event to the visitor car parks *(eligibility criteria applies for this role such as a PCV D1 category licence required)*
* Delivery Service Drivers – this involves driving the delivery van around the site to drop off visitor purchases to the collection points in the visitor car parks *(eligibility criteria applies for this role)*
* Some tasks may require lifting of events equipment such as cones and barriers from time to time.

**Other**

* To undertake any other reasonable tasks as requested by the Events Manager or Assistant Events Manager.

**Person Specification: Events Casual Steward**

We are looking for enthusiastic individuals to join our existing pool of Casual Events Stewards. What we look for in our ideal team members is:

* Ability to demonstrate exceptional customer service skills. Previous Steward / Customer Service Experience would be good but not essential.
* Clear communication skills.
* Being calm and professional under pressure.
* Ability to think on their feet in busy environments.
* Happy and able to work within a team or independently on positions.
* Having excellent interpersonal skills to be able to interact effectively with customers and colleagues.
* Be polite and courteous
* Reliable and punctual, with a flexible approach to work.
* Happy To Work Outdoors in all conditions.
* Someone motivated by their interest in events, motoring and helping to look after Beaulieu’s guests.

**Dress Code**

We will provide branded clothing of polo t-shirts and fleeces. High-visibility PPE tabards will be provided on roles that require this at each event, as well as high-visibility jackets for wet-weather.

We ask stewards to wear their own trousers in accordance with the Uniform guidance and sensible footwear due to the nature of the role being outdoors.

Last reviewed 16/12/2024

LG, RG, CM