



Job Description: **L95** **Shows & Events Assistant (Crew)**

Main Purpose of Job

To assist in the operational delivery of Ipswich Arts & Entertainments shows and events.

Main Duties

1. To assist in the manual handling of equipment, scenery and logistics s.
2. To assist with customer liaison, providing information, guidance and advice in a courteous and helpful way and ensuring a high standard of customer care.
3. To ensure that effective communication with senior officers is maintained at all times.
4. To assist with administrative duties and processes arising from all aspects of the service, ensuring adherence with the Council's administration procedures.
5. To carry out minor maintenance work within venues where required.
6. To maintain a clean and safe working environment, ensuring that all Health and Safety systems, policy and guidance are followed at all times (including attending training on equipment or procedures when necessary).
7. To monitor venues and public areas, ensuring the proper care, security, health and safety of customers and staff including following alarm and evacuation procedures in the event of an emergency.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



PERSON SPECIFICATION

Shows & Events Assistant (West End Shows)

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	Basic literacy and numeracy skills.	A-level standard or equivalent in a technical related profession Customer Care or Hospitality qualification - or relevant experience within a similar field First Aid Certificate.	Application Form / Certificates
Relevant experience	Experience in working in a frontline customer service environment Experience of working in a team to achieve shared objectives Experience of working to deadlines in a high pressured environment	Experience of working in a busy theatre/event/multipurpose environment Experience in the control and operation of sound and lighting equipment Experience of maintaining electrical and mechanical plant equipment Cash handling experience.	Application Form / Interview/ <u>practical assessment-</u>
Specialist knowledge	Awareness of basic Health and safety issues relevant to the post.	Knowledge of Health and Safety legislation & procedures relating to theatre, events and	Application Form /

		<p>licensed premises</p> <p>Knowledge of theatre sound and lighting equipment use and terminology</p>	<p>Interview.</p>
<p>Personal skills</p>	<p>Interest in Theatre and Live Events</p> <p>Capable of physical work for a sustained period including carrying and pushing heavy equipment</p> <p>Ability to communicate well at all levels and with a wide variety of people, and to interpret requests.</p> <p>Ability to remain calm in an emergency situation.</p> <p>Ability to work without direct supervision.</p> <p>Ability to deal with all people in a respectful and positive manner</p>	<p>Ability to quickly establish rapport with customers and colleagues</p>	<p>Application Form / Interview.</p>
<p>Special working conditions</p>	<p>Evening and Weekend working is required, sometimes until the early hours of the morning.</p> <p>Ability to work in a noisy environment during sound checks and show productions</p>		<p>Application Form / Interview.</p>