

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Visitor Experience Ambassador**

**Vacancy ID: 007489**

Salary: £8.9618 per hour

Closing Date: 29/05/17

### **Benefits & Grade**

Grade C

### **Contract Details**

Casual – Zero Hours, Thursday 03 August to Sunday 06 August 2017  
Shifts cover mornings, afternoons and evenings between 10am and 12am

### **Contract Hours**

As and when required

### **Job Description**

Stockton International Riverside Festival (SIRF) is one of the largest street arts/outdoor theatre festivals in Europe. Every year, the festival attracts thousands of visitors from the local area and beyond. SIRF has a world-class programme of outdoor work, which transforms the streets of Stockton into an international arena for astounding shows and remarkable sights.

This is an exciting opportunity to become part of the SIRF team. We are looking for enthusiastic individuals with a genuine interest in the festival and in providing excellent customer service. As one of the team, you will have a crucial role in ensuring that everyone who visits the festival has an unforgettable and enjoyable experience.


As an ambassador, you will be the first point of contact for artists and the general public. We are therefore looking for individuals with a natural flair for dealing with people, excellent communication skills and a willingness to respond to visitor queries in a polite and efficient manner. You will have initiative and will be required to think on your feet. As an ambassador you will have a fulfilling and varied role which will involve making lots of people smile!

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Andrea Hogg, Healthy Lifestyle Co-ordinator on 01642 524598.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Culture, Leisure and Events</b>		<b>Service Area:</b>  <b>Events</b>	
<b>JOB TITLE:</b> Visitor Experience Ambassador			
<b>GRADE:</b> C			
<b>REPORTING TO:</b> Senior Event Support Officer			
<b>1.</b>	<b>JOB SUMMARY:</b>  To be responsible to the Senior Event Support Officer in providing a high level of customer service to the public, throughout the Stockton International Riverside Festival.  As an ambassador, you will be at the heart of the festival ensuring it is a successful and enjoyable event for members of the public. The team will be based at SIRQ Central / Rediscover Stockton, which is the main point of contact for people wanting to find out more information about the festival.  Duties will also include, allocating tickets, distributing programmes, answering SIRQ queries, and working at the opening event.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	Informing members of the public about the SIRQ programme and ticket availability	
	2.	Handing out SIRQ programmes to the public	
	3.	Directing visitors to the various festival sites and performance areas	
	4.	Keeping up to date with changes to the SIRQ programme, performance times and ticket availability and communicating it to the public	
	5.	Being enthusiastic about the Festival at all times	
	6.	Ensuring that all SIRQ signage and festival programmes are displayed around the town centre	
	7.	Providing a point of contact for artists performing at the festival, distributing artist information packs.	
	8.	Familiarising artists with performance sites and the town centre	
	9.	Supporting the Production Manager and their production team, to support the various shows that will be taking place during the festival	
	10.	Helping create a happy vibrant atmosphere	
	11.	Interacting with customers and dealing with any questions or complaints	
	12.	Reporting back any concerns/observations to supervisors	

### **3. GENERAL**

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Job Description dated      April 2017**

### PERSON SPECIFICATION

Job Title/Grade	Visitor Experience Ambassador	
Directorate / Service Area	<b>Culture, Leisure and Events</b>	<b>Events Team</b>
Post Ref:	31018	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	A good general level of Education to GCSE or equivalent	Basic First Aid training  NVQ Level 2 in a relevant subject  5 GCSE's at grade C or above	Application form
Experience	Customer service experience and willingness to participate in training sessions as required	Experience of working in a customer facing role Working at outdoor events/festivals	Application / Interview
Knowledge & Skills	Excellent communication skills  A confident and outgoing personality and the ability to work on your own initiative  The ability to demonstrate empathy and understanding of the needs of vulnerable people when communicating  Work constructively as part of a team  Positive approach to customer care  To be able to demonstrate personal initiative when dealing with specific challenges	Good knowledge of the SIRF and the local area  Social media awareness, and ability to use a range of ICT	Application/Interview Process

	<p>Willingness to support SIRF's commitment to equal opportunities</p> <p>The ability to demonstrate good organisational skills</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement</p> <p>Friendly and approachable manner</p> <p>Self-motivated</p> <p>Reliable and punctual</p> <p>Flexible throughout the festival period</p> <p>An enthusiasm for SIRF</p> <p>Maturity, honesty, enthusiasm, and reliability</p>		Interview

**Person Specification dated**

**April 2017**