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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **Directorate:****The Environment, Culture, Leisure and Events** | **Service Area:** **Events**  |
| **JOB TITLE:** Visitor Experience Ambassador |
| **GRADE: C** |
| **REPORTING TO:** Senior Event Support Officer |
| **1.** | **JOB SUMMARY:**To provide a high level of customer service to members of the public throughout Stockton-on-Tees Borough Council events, including the annual Stockton International Riverside Festival (SIRF). As an ambassador, you will be at the heart of events, ensuring a vibrant and enjoyable experience for visitors, whilst assisting with the smooth running and delivery of successful events. This is a casual role, and you will be contacted re. opportunities on an ad hoc basis, throughout the year. Please note, we are unable to guarantee any specific hours, however you will be paid a minimum of 4 hours for each event.  |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | Provide a warm welcome to members of the public and visiting artists during events |
|  | 2. | Be a main point of contact dealing positively and proactively with general enquiries, maintaining the highest level of customer service |
|  | 3. | Deal confidently with any issues or complaints, feeding back any concerns and observations to relevant staff |
|  | 4. | Maintain up to date knowledge around specific events and ensure members of the public are aware of event programming information  |
|  | 5. | Communicate any changes to event programming effectively with the public |
|  | 6. | Assist with general Front of House duties, such as ticketing, monitor audience numbers and supporting the Production Team |
|  | 7. | Familiarise the public and artists with event sites, directing and supporting as required |
|  | 8. | Be aware of access requirements and provide support where needed  |
|  | 9. | Be vigilant at all times, ensuring the health, safety and wellbeing of the public and staff throughout events |
|  | 10. | Circulate promotional materials and ensure event signage is displayed |
|  | 11. | Assist with data gathering through undertaking surveys with the public |
|  | 12. | To work as and when required over the period of an event, this may include some early mornings and late finishes |
| **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. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. |
|  | Name: | Signature: | Date |
| Job Description written by: (Senior Event Support Officer) | Jon Bethell |  | 25/05/21 |
| Job Description agreed by: (Post holder) | …………………… | ……………… | …………. |

**Job Description dated May 2021**



**PERSON SPECIFICATION**

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| Job Title/Grade | Visitor Experience Ambassador |  |
| Directorate / Service Area | **The Environment, Culture, Leisure and Events** | **Events Team** |
| Post Ref:  |  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | A good general level of Education to GCSE or equivalent  | Basic First Aid trainingNVQ 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 skillsA 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 communicatingWork constructively as part of a teamPositive approach to customer careTo be able to demonstrate personal initiative when dealing with specific challenges Willingness to support Stockton Borough Council’s commitment to equal opportunitiesThe ability to demonstrate good organisational skills | Good knowledge of the local area and of events, such as SIRF Social media awareness, and ability to use a range of ICT | Application/Interview Process |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture StatementFriendly and approachable mannerSelf-motivatedReliable and punctualFlexible throughout the festival period An enthusiasm for EventsMaturity, honesty, enthusiasm, and reliability |  | Interview |

**Person Specification dated May 2021**