

 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: <p>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).</p> <p>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.</p> <p>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.</p>	
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)



PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
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	Good knowledge of the local area and of events, such as SIRF	Application/Interview Process

	<p>A confident and outgoing personality and the ability to work on your own initiative</p> <p>The ability to demonstrate empathy and understanding of the needs of vulnerable people when communicating</p> <p>Work constructively as part of a team</p> <p>Positive approach to customer care</p> <p>To be able to demonstrate personal initiative when dealing with specific challenges</p> <p>Willingness to support Stockton Borough Council's commitment to equal opportunities</p> <p>The ability to demonstrate good organisational skills</p>	Social media awareness, and ability to use a range of ICT	
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>		Interview

	<div>An enthusiasm for Events</div> <div>Maturity, honesty, enthusiasm, and reliability</div>		
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Person Specification dated May 2021

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services, Environment and Culture	SERVICE AREA: Events Service
JOB TITLE: Visitor Experience Ambassador	
GRADE: C	
REPORTING TO: Jon Bethell (Senior Event Support Officer)	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	No
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	No
Other known risks – please detail	
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: J Bethell

Date: 08.06.22