



JOB PACK

Visitor Experience
Assistant

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Introduction

The role of Visitor Experience Assistant delivers a food and beverage service and excellent front-line customer care to all visitors to ensure they have the best possible experience at our venue. We are looking for confident and enthusiastic individuals to provide this.

The building will be open to the public from 10am until 10.30pm from Monday to Sunday with the earliest start time being 9am on those dates. Within these times, we have several bars including an outdoor bar in the summer at our pop-up event Under Canvas, 2 x theatres, 2 x cinemas, 2 x studios and other venues around the building which host a variety of conference and events as well as other projects.

This is a really exciting and varied role and would be perfect for those who have an interest in both hospitality and the arts. We are looking for individuals to join a team who are passionate and champion the work of Eden Court.

Eden Court is Scotland's largest multi-arts centre and you can find more information about us [here](#).

What we are looking for

THESE THINGS ARE ESSENTIAL FOR ALL APPLICANTS: -

- Ability to work brilliantly as part of a team
- Excellent customer service skills
- Good prioritisation skills
- Great organisational and time management skills
- Ability to sustain a physically demanding role
- Ability to work flexibly according to the changing demands and needs of Eden Court whilst we emerge from the pandemic

WE IMAGINE THE IDEAL CANDIDATE WILL ALSO:

- Previous experience of working in a high volume hospitality or other customer service centred role
- Have a basic understanding of food hygiene standards and health and safety – full training will be given.
- Ability to contribute to an open, supportive and creative working environment

Job Description

PRINCIPAL RESPONSIBILITIES:

MEET + GREET

- To meet and greet all customers with a smile and helpful can-do attitude, you are the first face customers see when they come through the door.
- Crowd management and directing customers to various touchpoints around the building
- Aware of surroundings and observant to ensure customers are following all healthy and safety procedures and that we are meeting the expectations of all audience profiles.

CAFÉ, BAR + RESTAURANT

- Setting up and serving in the café/bar ensuring standards of service are met at all times and maximising sales where possible. This includes table service for customers (i.e. to make hot drinks/serve alcohol for which training will be given).
- Maintaining high standards of cleanliness at all times ensuring all tables are cleared and wiped and chairs and other furniture are clean.
- You will be expected to communicate with the chefs and other team members when you are responsible for a section/touchpoint within the building ensuring all standards are met with attention to detail.
- Ensuring compliance with licensing law and cash handling procedures such as processing payments for customers.
- Undertake cleaning as required which also includes the monitoring of washroom facilities.
- Ensuring the bar is fully stocked and stock rotated in advance of peak service times.
- To be responsible for supervising and monitoring any additional controls put in place and ensuring the safety of all visitors

USHERING

- Greeting customers, ticket management and showing customers to their seats.
- To undertake cleaning between screenings/live performance with a focus on contact points and toilets (eg door handles/arm rests etc).

- Supervising screenings and live performance to ensure that there is limited disturbances, no filming or photography and all health and safety procedures are adhered to.
- Ensuring each member of the audience have the best experience as possible.
- Complete room set-ups as requested.
- On occasion, ushering outside at Eden Court and at other venues.

RETAIL

- Selling merchandise and programmes to customers.
- Selling confectionary for consumption in the cinema/theatres and ensuring that hygiene rules are observed.

In addition to this, all individuals will hold a First Aid qualification – training for this will be provided.

THESE ARE RESPONSIBILITIES THAT ARE SHARED BY ALL EDEN COURT STAFF:

- Abiding by and promoting organisational policies, such as Equal Opportunities, Environment + Climate Crisis, Health + Safety, Safeguarding + Data Protection.
- Maintaining an environment that is safe and welcoming for participants, audiences, visitors, staff and everyone else.
- Representing Eden Court professionally at external meetings and advocating for the work we do.

Employment Details

JOB TITLE	Visitor Experience Assistant
SALARY	£9.90 per hour – plus share of tips
HOURS OF WORK	Part-time hours available
LOCATION	Eden Court Highlands
DEPARTMENT	Visitor Experience
LINE MANAGER	Head of Visitor Experience
PENSION	Up to 6% Company contribution with the Peoples
HOLIDAYS	Starting from 36 days holiday from April to March - part-time pro rata

OTHER BENEFITS

- Fun and friendly working environment
- Opportunity to learn more about the arts and shadow other departments/roles within the building.
- Complimentary and discounted tickets to events at Eden Court
- Free soup (homemade by our Chefs) and 20% staff discount at Eden Court's café/bistro
- Employee Assistance Programme, a free confidential helpline offering legal advice and health support on a range of different issues
- Free on-site parking

How to Apply

Please apply in writing explaining, in a letter no more than two-sides of A4, your interest in the role and telling us why you believe you would be suitable.

Please also attach a recent CV and send to: jobs@eden-court.co.uk along with the following information:

- Name
- Address
- Phone number
- Your access requirements if invited to an online interview

Please also complete [this online Equalities Monitoring form.](#)

Application Timeline

DEADLINE	Thursday 19 May
INTERVIEW	TBC
DECISION	TBC
START DATE	ASAP