

**Eden  
Court**  
HIGHLANDS

# JOB PACK

**Summer Seasonal  
Assistant**

**Visitor Experience**

# Contents

<b><u>Introduction</u></b>	<b><u>page 3</u></b>
About Eden Court and the role	
<b><u>Eden Court values</u></b>	<b><u>page 4</u></b>
The values and commitments made by the Eden Court team	
<b><u>What we are looking for</u></b>	<b><u>page 5</u></b>
A breakdown of the qualities and skills we are looking for	
<b><u>Job description</u></b>	<b><u>page 6-7</u></b>
Details of the role and what is involved	
<b><u>Role impact</u></b>	<b><u>page 8</u></b>
Internal and external impacts of the role	
<b><u>Employment details</u></b>	<b><u>page 9</u></b>
Salary, work hours and contract type	
<b><u>How to apply</u></b>	<b><u>page 10</u></b>
Instructions for how to apply for the role	
<b><u>Application timeline</u></b>	<b><u>page 11</u></b>
What you can expect from the process and when	

# Introduction

Eden Court is the theatre for the Highlands and Islands and is committed to presenting a wide and varied programme of music, drama, dance, comedy and film and a range of arts education and participation opportunities to appeal to all residents of the Highlands and visitors to the area.

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

As a Summer Seasonal Assistant you are responsible for preparing and delivering a food and beverage service to the public who attend performances, films, classes, events and meetings at Eden Court. You are responsible for ensuring that they feel welcome, that they can find all the services they require and that they are safe at all times.

You are responsible to the Head of Visitor Experience + Trading and, on a day to day basis, to the Visitor Experience Manager at the time.

You are responsible for ensuring that the front-of-house experience at Eden Court is the best possible: that all Eden Court customers are made to feel welcome and are given all the appropriate information they need to fully enjoy their time at Eden Court.

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

## Eden Court's values

We are **PROUD** to be of and for the Highlands and a Highland welcome is guaranteed.

We are **AMBITIOUS** in what we do, what we expect of others and for our city and region.

We are **OPEN** about how we work, how decisions are made and where we can be better.

We are **NURTURING** of those who take part, our staff, artists and those who visit us.

## Climate Crisis:

Eden Court has made a commitment to promoting energy efficiency, reducing waste materials, programming environmentally-conscious work and perhaps most crucially, increasing staff and audience awareness of climate crisis issues and anyone joining our team will be asked to do what they can within their role to help us with our commitment.

## Access + Inclusion:

The Access and Inclusions Project Group is comprised of staff representatives, who meet every third Thursday to discuss and action changes that enhance inclusivity across the organisation. These changes primarily focus on the experiences of participants, staff, and visitors across ability, culture, identity, race, and socio-economic differences. The group forms accessibility targets through the annual Equality, Diversity, and Inclusion action plan, which provides a guideline on improving inclusivity throughout Eden Court. Though the work and learning are always ongoing, the group strives to remove barriers to access for those who often face exclusion across the art

# What we are looking for

We do not expect a candidate to have experience of all the areas listed below, but preference will be given to candidates who can demonstrate experience in a number of the areas.

## Qualifications / Experience / Knowledge

- Experience of dealing with customers in an environment that values high levels of customer care and satisfaction
- Experience of successful working in a large and diverse team
- Dealing with the public
- Great organisational, prioritisation and time management skills
- Working with computers
- Handling cash and an appropriate level of numeracy
- Showing meticulous attention to detail and to accurately recording transactions
- Ability to sustain a physically demanding role
- Previous experience of working in a high volume hospitality service in food and beverage preparation and delivery or other customer service centred role
- Basic understanding of food hygiene standards and health and safety regulations

## Personal Qualities

- Honest and reliable character
- Friendly and welcoming manner
- Professional approach with the ability to deal politely with people even when under pressure
- Ability to take the initiative when supervisors are unavailable
- Ability to contribute to an open, supportive and creative working environment
- Ability to work flexible hours according to the needs of the department and a flexible approach to work

## Job description

You will be responsible for looking after Eden Court's customers, ensuring their safety and for making sure they feel welcome.

The hours of work are variable according to the requirements of the theatre and cinema, your ability to be flexible is required.

As a Summer Seasonal Assistant, you are responsible for providing a first class friendly and well informed service to all customers, performers, and Eden Court employees.

### Principal responsibilities:

- Ensure you are on radio with Eden Court colleagues for all communications including health and safety procedures
- Deliver operational standards for café and bar, ensuring a high quality of food and beverage preparation and delivery service is provided
- Assist with controlling the department consumables, monitoring stock and placing orders according to business needs, ensuring purchase orders are created and monthly stock counts completed
- Setting up of rooms for the following day's conferences, meetings and events as directed by the Visitor Experience Supervisor, including lifting and moving of furniture and ensuring the furniture is clean and equipment is in good working order
- Maintaining high standards of cleanliness at all times in all front of house areas throughout your shift
- To provide information and assistance to customers on products and services, processing transactions and reconciling money
- Working closely with other theatre departments to ensure you have all the information you require to offer a high standard of customer service
- Fully understanding the emergency and evacuation procedures for the theatre and, in the event of an emergency, calmly guiding the public to safety in accordance with these procedures
- Ensuring that all designated exit routes in the section you are working in are clear from obstruction at all times during your shift
- Having an understanding of the services we provide for customers with specific access requirements and adhering to Eden Court's Access Policy

- Being aware of the behaviour of the public at all times and taking appropriate action if you believe that anyone's behaviour will be spoiling the enjoyment of other customers
- Reporting any issues which are likely to cause difficulty or compromise the enjoyment of the public to the Visitor Experience Supervisor if you cannot deal with them safely and immediately yourself

## **General**

- Any other duties requested by the Line Manager, which are reasonable requirements for the job of Summer Seasonal Assistants

## Role impact (internal and external)

As a member of Eden Court staff you will be required to uphold key policies including Equal Opportunities, Customer Care, Health & Safety and Safeguarding Policies. You will also be expected to take your share of responsibility in the ongoing improvement of these policies and for contributing to the overall profile and reputation of Eden Court.

## Employment details

<b>JOB TITLE</b>	Summer Seasonal Assistant
<b>SALARY</b>	£10.90 per hour + share of tips
<b>HOURS OF WORK</b>	20 hour average per week
<b>CONTRACT TYPE</b>	Fixed Term ending Sat 26 Aug 2023
<b>LOCATION</b>	Eden Court, Inverness
<b>DEPARTMENT</b>	Visitor Experience Team
<b>LINE MANAGER</b>	Visitor Experience Manager

### **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 and 20% staff discount at Eden Court's café
- 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](mailto:jobs@eden-court.co.uk) along with the following information:

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

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

**Applications must be received by 5pm Wed 31 May 2023**

*We reserve the right to close the vacancy prior to the stated closing date*

## Application timeline

**Wed 31 May**

*Deadline for applications*

**Interviews will be held as applications are received.**

**Sat 1 Jul**

*Expected start date*