

**Eden  
Court**  
HIGHLANDS

# JOB PACK

Festive Seasonal  
Assistant

Visitor Experience

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# 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 Seasonal Assistant you are responsible for looking after the public who attend performances, films, education events and meetings at Eden Court. You may also be responsible for delivering the food and beverage services to our guests, or assisting audiences to attend performances in our theatres. You will ensure that all guests feel welcome and they can find all the services they require and that they are safe at all times.

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 who are passionate about providing the best possible experience to all Eden Court guests.

## 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 Emergency

Eden court has made a commitment to promoting energy efficiency, reducing waste materials, programming environmentally-conscious work and increasing staff and audience awareness of climate issues. The Climate Emergency project group, made up of cross-department representatives, leads on setting the Action Plan which defines the organisation's work in this area and all staff are expected to engage with the guidance, training and requests for action which come from this group.

## Access + Inclusion

Every employee at Eden Court is expected to play an active role in improving access and inclusion across the organisation. The Access & Inclusion project group, made up of cross-department representatives, leads on setting the Action Plan which defines the organisation's work in this area and all staff are expected to engage with the guidance, training and requests for action which come from this group.

## Gàidhlig aig Eden Court | Gaelic at Eden Court

Gaelic language and culture is an important aspect of life here in the Highlands and Islands. Song, poetry, music, art and dance have always been at the heart of the language and even though Gaelic is a minority language today there is a lively community of fluent speakers, learners and supporters here in the Highlands.

At Eden Court we all play a key role in supporting Gaelic language and culture, in welcoming Gaelic speakers and in enabling more people to use and experience Gaelic language and culture through the arts. We welcome support and any level of Gaelic language skills amongst our staff. Please see our Gaelic Language Plan to find out more.

## 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 public both in person and on the phone
- Working with computers and Windows software
- Handling Cash and an appropriate level of numeracy
- Showing meticulous attention to detail and to accurately recording transactions
- Working in a demanding environment, whilst still maintaining a high level of customer care

### PERSONAL QUALITIES

- An 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.
- Good communication and interpersonal skills
- The 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. You may be assisting guests to attend theatre and cinema events as a Visitor Experience Usher, or delivering a food and beverage service as a Visitor Experience Assistant. You may apply to work in one or both of these roles if you wish.

The hours of work are variable according to the requirements of the theatre and cinema, with various shifts which begin between 8am and 8pm. Your ability to be flexible is required.

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

### VISITOR EXPERIENCE USHER - DUTIES AND RESPONSIBILITIES

- To provide information and assistance to customers
- Checking ticket details are correct and guiding the public to their seats
- Selling programmes, merchandise, ice cream, confectionary, refreshments, etc. as required and reconciling stock and money
- 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 of the building you are working in are clear from obstruction at all times during your shift
- Maintaining high standards of cleanliness at all times in all front of house areas throughout your shift, including toilets.
- Having an understanding of the services we provide for customers with specific access requirements and adhering to Eden Court's Access Policy.
- Assist customers with their bookings, including the needs of people with disabilities and ensuring all customers are informed of all facilities available in the Theatres.
- Ensuring the Box Office, shop and banking is secured to the Theatre's requirements at the end of than evening shift.
- Having a working knowledge of admission policies to the theatres and cinemas, particularly regarding age limits and recommendations, and the admission of babies.
- Working closely with other theatre departments, e.g. Catering and Technical, to ensure you have all the information you require to offer a high standard of customer service.

- Assisting with the set up of rooms for the following day's conferences, meetings and events as directed by the Manager on Duty, including lifting and moving of furniture and ensuring the furniture is clean and equipment is in good working order.
- Taking part in any support for promotional work requested of you during your shift e.g. putting up posters, handing out leaflets, taking part in mailings and ensuring that all front of house displays are kept topped up with leaflets and brochures.
- Have 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 duty manager if you cannot deal with them safely and immediately yourself.
- Assist the Visitor Experience Assistants in the clearing of tables in the café.
- Ensure the auditorium is clean at the end of each performance and collect and record lost property.
- In the event of inclement weather, make pathways safe for guests by ensuring the safety of our patrons arriving and departing the building by applying grit to all pathways

#### VISITOR EXPERIENCE ASSISTANT - DUTIES AND RESPONSIBILITIES

- Providing bar service at any of our internal bars and event spaces, ensuring all drinks and food are prepared to a high standard
- Preparing, plating and delivering light food dishes while maintaining a safe working area and a high standard of hygiene.
- Ensuring all Health & Safety and Food Hygiene guidance is adhered to at all times and all relevant paperwork is completed
- Working closely with other theatre departments to ensure you have all the information you require to offer a high standard of customer service.
- Providing information and assistance to customers on products and services
- Setting up of rooms for the following day's conferences, meetings, and events, including lifting and moving of furniture and ensuring the furniture is presentable and equipment is in good working order.
- Delivering the food and beverage element on behalf of the events team as directed

- 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.
- Ensure that all designated exit routes in your area of responsibility are clear at all times during your shift
- Maintain a high standard of cleanliness at all times in all areas throughout your shift
- Have 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.
- Report any issues or challenges which are likely to cause difficulty or compromise the enjoyment of the public to the VE-Supervisor or Manager on Duty immediately.

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

- Abiding by and promoting organisational policies, such as Equal Opportunities, Health & Safety, Safeguarding and 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

<b>JOB TITLE</b>	Festive Seasonal Assistant
<b>SALARY</b>	£12 per hour
<b>HOURS OF WORK</b>	As and when required
<b>CONTRACT TYPE</b>	Zero Hours / Fixed term ending 06/01/2024
<b>LOCATION</b>	Eden Court, Inverness
<b>DEPARTMENT</b>	Visitor Experience Team
<b>LINE MANAGER</b>	Food and Beverage Manager / Audience 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
- Free on-site parking

## How to apply

A mandatory information session will be held at Eden Court on

Monday the 11<sup>th</sup> of November at 18:00.

During the information session, you will receive more information on the different roles you will be applying for. Afterwards, you will have a 1 on 1 chat with a hiring manager to discuss your interest in the role.

If you are interested in becoming a Festive Seasonal Assistant at Eden Court

Please send a recent CV to: [jobs@eden-court.co.uk](mailto:jobs@eden-court.co.uk) and RSVP to the information session via the link or QR code below:

<https://forms.office.com/e/OqZUpBZPrW>

