



Brighton Dome and Brighton Festival

JOB DESCRIPTION

Job Title: Visitor Services Assistant (permanent – salaried & annualised hours)

Accountable to: Visitor Services Manager – Back of House

Job Purpose: To play a key part in the set up and smooth running of events. Control access to the venues via Stage Door and other entry points. Assist in the housekeeping of all spaces, lead key areas of the venue and provide excellent service to all users of the Brighton Dome and Brighton Festival.

Principal Accountabilities:

VSA Lead

In support of the VSM BOH and Senior VSA be assigned as a permanent Visitor Services Assistant lead for areas of the venue or operation where VSAs have ownership or leading roles, improving and ensure the smooth effective running by supporting effective BOH procedures and developing ideas for improvement. Key areas of the venue to include:

- Storage areas managed by VSA
- Access Road, Parking & Waste and Recycling Store
- Access control and CCTV
- Staff facilities BOH including Crew Room and Offices
- Furniture and VSA equipment
- Green Team /BOH Sustainability Initiatives
- Functions of and Stage Door spaces
- Pride in housekeeping (support with consumables)

Stage Door

1. Control access to the Stage Door & the venues with assistance of access control and CCTV. Ensure protocols relating to the signing in and out of staff and visitors is adhered to and that passes policies are upheld.
2. Monitor the fire and security alarm systems, carry out isolations and enablements as per event requirements and initiate emergency protocols when required. Communicating with emergency services as required. When necessary be responsible for investigating, initiating and communicating the evacuation of the building.
3. Act as a point of contact for visitors, tours and companies liaising with other members of staff to ensure that requests are passed to the relevant departments.
4. Ensure that keys to areas of the building held at Stage Door are kept securely and that procedures relating to their signing in and out are adhered to.
5. Handle calls to the Stage Doors or to the general switchboard. Maintain departmental email inbox and answer and action emails promptly. Provide excellent customer service to colleagues and visitors.

6. Carry out daily administration duties related to Stage Door as required on event and non-event days. Assist in maintaining and updating the logistics plan with scheduled and new tasks. Communicate with staff regarding scheduling and progress of task requests in a timely manner.
7. Escalate information and communicate with Duty Staff and Senior Management where applicable.

Mobile

1. Use Artifax and daily logistics plan to ensure all scheduled tasks are completed. Respond and action adhoc requests where possible.
2. Complete room set ups by handling chairs, tables, seating blocks and other furniture adhering to Health & Safety practices.
3. Carry out regular departmental furniture and equipment safety checks and audits. Carry out repairs where trained to do so.
4. Provide the required towels and laundry facilities for events ensuring that equipment and the laundry areas are kept secure and tidy. Wash and audit towels and coats and other linens as required.
5. Assist the Technical and Maintenance departments with basic maintenance duties if and when required and where trained to do so. In the absence of the Maintenance department, action and report time critical tasks such as reporting urgent fire panel faults to Defensor, emergency toilet and auditorium seat repairs, trip switches etc.
6. Assist with the removal and clearance of waste around all spaces. Ensure the bin store is kept safe, clean and accessible for staff and contractors.
7. Ensure access road is kept tidy and policies adhered.
8. Assist with upkeep of the exterior posters around the venue and print room housekeeping. Carry out general admin, archiving & record keeping in relation to marketing and other print materials.
9. Undertake general cleaning duties when cleaning contractors are not available.
10. Take part in general venue preparation and BDBF office moves within the venues and staff office areas.
11. General housekeeping of office facilities, including kitchenettes, back-of-house areas, and general office spaces

Fire Warden

1. When necessary be responsible for investigating, initiating and communicating the evacuation of the building. Communicating with emergency services as required.
2. In conjunction with Mobile VSA duties, provide Fire Warden cover when the venue is open to staff, company and visitors following the procedures set out in the emergency handbook to carry out safe evacuation and re-entry procedures.
3. Act as visual fire detection and raise the alarm as necessary.
4. Carry out regular safety checks around all spaces ensuring the building is kept safe and secure for staff and visitors. During showtimes particular emphasis is required on back of house areas including access road.

5. Where applicable act as dedicated person to evacuate people with limited ability from the basement areas using the stair climber.

Parking

1. Oversee the logistics of parking in the access road (and in loading bays when booked) during event days, ensuring adherence to safe working practices, and coordinating documentation and arrangements for visitors and visiting companies.
2. Work alongside staff, touring and other production personnel to facilitate unloading and effective parking of vehicles, ensuring a clear access route is available for emergency vehicles.
3. Controlling safe access to the load in/out points ensuring protocols relating to the signing in and out of staff and visitors is adhered to and that passes are issued and checked.
4. Ensure all external doors are staffed when open where arrangements are made for load in/out and maintain building security.

General

1. Undertake training and act as lead for specific areas of the VSA/BOH operation, supporting the VSM BOH and Senior VSA in the smooth running of these areas. Be assigned key area of the venue or operation to look after, improve and ensure the smooth effective running. Rotating lead duties to include stage door space, back of house storage, access road, bin store, access control, crew room, offices, furniture and equipment.
2. Take pride in the appearance of our heritage buildings and undertake general housekeeping including painting, decorating and general repairs to ensure that the venues front and back of house areas including staff office spaces are safe, tidy and presentable.
3. Lock and unlock the building every day, set and unset the security alarm when required.
4. Carry out required duties as per departmental emergency procedures.
5. Undertake VSA training such as emergency procedures, working at height, first aid, stair climber and general building maintenance etc. Assist in the delivery of staff training.
6. Be vigilant towards hostile reconnaissance, suspicious behaviour and suspect packages in line with our counter terrorism procedures.
7. Deal with post and general deliveries to the venue.
8. Act as lead for the Crew Room space helping create a comfortable and welcoming environment. Carry out weekly stock checks for consumables.
9. Attend departmental meetings and training as required.
10. Attend compulsory mock evacuation staff training sessions twice yearly.
11. Promote BDBF's objectives around equality and diversity, environmental sustainability and our brand identity.
12. Any other tasks as may be reasonably expected in all roles above to support BDFL
13. All staff have a legal duty to take reasonable care for their personal health and safety and of other persons who may be affected by acts or omissions at work and to co-operate with their employer so far as is necessary to enable the employer to comply with their own duties. This will include but is not limited to – following risk assessments and safe systems of work supplied and wearing the provided personal protective equipment. Staff will be expected to contribute to the development of health & safety protocols as well as to rectify and report health & safety issues.

Person Specification

Essential

- Demonstrable experience working in a practical role in a venue, arts or entertainment setting.
- Ability to be physically active for up to 6-8 hours per shift and lift / move objects safely, following manual handling guidance
- Flexible approach and willingness to respond to changing event requirements.
- Willingness to work regular evening, weekend and late nights as part of a shift pattern.
- Friendly and professional communicator.
- Ability to integrate high quality customer service with day-to-day work.
- Willingness to undertake training in emergency procedures.
- Capable of responding promptly, safely and to protocol in the event of an emergency.
- Practical, hands-on approach and willingness to work amongst a team.
- The ability to work unsupervised and use initiative.
- Good computer skills with preferable knowledge / experience of Office 365

Desirable

- First Aid Training
- Action Counters Terrorism Training
- Experience of using Artifax system
- Fire extinguisher/warden training
- Manual Handling Training
- Risk Assessment or other H&S Training
- Experience of building security systems and fire alarms