

## JOB DESCRIPTION

**Job Title:** Seasonal Welcome Team Member / Car Parker  
**Line Manager:** Head of Hospitality & Events

The Role will be based at Snape Maltings.

### **Britten Pears Arts**

Britten Pears Arts is a pioneering music, arts and heritage charity based on the Suffolk coast at two popular, historic visitor destinations: Snape Maltings and The Red House. It emerged from the creative partnership between the composer Benjamin Britten and his professional and personal partner, singer Peter Pears. In 2020, the two charities which formed the legacy of Britten and Pears' life and work, Snape Maltings (formerly Aldeburgh Music) and Britten-Pears Foundation, merged to become Britten Pears Arts. Britten and Pears shared a progressive vision for music and the arts to be useful, transforming lives, and bringing people and communities together. Our founders' vision inspires all our activities: from work with our local communities to our national leadership roles in the fields of programming, talent development and music for health & wellbeing.

In addition to the world-renowned Concert Hall and Snape Maltings Trading the site is also home to the Hoffmann Building and the Britten Pears Building, both of which contain a mixture of rehearsal and performance spaces.

### **Role Overview:**

To provide courteous, efficient, and knowledgeable service to internal and external customers at all times. Works as part of the Welcome Team Welcoming and directing visitors appropriately and helps to set up parking areas. Is well presented.

To be considered for this role you must be 17+.

## **MAIN RESPONSIBILITIES:**

### **Customer Focus:**

- Greets and acknowledges visitors, on arrival, at all times.
- Keeps site knowledge up to date and can give accurate information to visitors.
- Knows about site activity for the day and can direct to Visitor Centre when more information is required.
- Has good awareness of what is happening in the parking areas across the site.

### **Key Tasks:**

- Welcomes visitors to the site at peak times throughout the year.
- Directs visitors to the correct areas.
- Assists with parking direction to ensure traffic flows on the site.
- Assists with setting up parking areas as needed before busy periods and events.
- Helps visitors with any general questions/ queries that they might have.
- Is able to direct visitors to the Visitor Center for more detailed information.

**Health & Safety:**

- Know and understand the company's Health & Safety procedures and policies, always adhering to them.
- Report any hazards, incidents, accidents or near-misses to the department head, or immediate manager as soon as they are known.

**Security:**

- Be vigilant eg: for potential theft, breaches of security.
- Report any suspicious behavior to Head of Hospitality and Events.
- Always follow the company's security procedures.

**Special Requirements:**

- Presentable, weather appropriate clothing.
- Be able to work flexibly – including weekends, evenings and bank holidays as the business requires.
- Be able to work across site.

**Key Performance Measures:**

- Visitor comments/feedback.
- Efficiency of service.
- Completion of Checklists.

**Employee Benefits:**

- Staff Discount.
- Complimentary Tickets.

Undertake other tasks which are commensurate with and in the spirit of this job description.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## **Person Specification: Front of House Team Member**

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>Has previous experience of working with people in a voluntary or paid role.</li> </ul>	
Skills/knowledge	<ul style="list-style-type: none"> <li>Excellent interpersonal skills – is friendly, relates well to people from all walks of life.</li> </ul>	
Ability/aptitude	<ul style="list-style-type: none"> <li>Enjoys working with people and is always welcoming to customers.</li> <li>Makes a positive contribution to the team, uses initiative appropriately and has a “can-do” attitude.</li> <li>Keeps calm and friendly under pressure.</li> <li>Can respond calmly and courteously to complaints.</li> <li>Has high standards of personal presentation and is a good ambassador for the organization.</li> </ul>	
Special requirements	<ul style="list-style-type: none"> <li>Must be 17+</li> <li>Can work flexibly – including weekends, evenings and bank holidays as the business requires.</li> </ul>	