

## Job Description

<b>Job Title:</b>	Steward
<b>Hours of Work:</b>	Estimated 5 to 7 hours per night from 4.30pm to 11.00pm
<b>Contract Type:</b>	Fixed-Term from 30 September 2019 to 3 November 2019
<b>Location of Work:</b>	Town Departures Stewards - Pitlochry Town Centre Event Stewards - Loch Dunmore, Faskally Woods Traffic Stewards - Faskally Woods Traffic Stewards - Blair Athol Distillery
<b>Hourly Rate:</b>	Stewards over 18 years of age - £9.00 per hour Stewards 16-18 years of age - £7.00 per hour  The Enchanted Forest Community Trust is committed to being an Accredited Member of Living Wage Scotland and our payment structure reflects our values and pledge to this.
<b>Responsible To:</b>	Event Manager/Head Steward/Deputy Head Steward/Team Leaders/Departures Manager

### About the Enchanted Forest

From 4 October 3 November, set amidst stunning Autumn woodland Loch Dunmore within Faskally Wood comes alive for an extraordinary month of sound and light.

The event brings a huge economic and social benefit to Highland Perthshire, with our event in 2018 attracting over 80,000 visitors.

Visitors meet in Pitlochry where they are transferred by bus to the Enchanted Forest. During their bus transfer, visitors listen to recorded information, setting the scene for the enchantment that awaits them.

Upon arrival, visitors are met by our Transport and Meet and Greet Stewards who safely escort them to the entrance of the forest where they are free to follow the paths around Loch Dunmore to view the Enchanted Forest at their leisure.

When our Visitors are ready to leave, they are transferred by bus back to Pitlochry.

### Role

This is an exciting opportunity to join our events team. As a Steward you will play a key role in ensuring the smooth and effective delivery of the event as well as ensuring the safety and welfare of our visitors and your team members.

You will have a passion for providing excellent customer service and have excellent interpersonal and communication skills.

## Key Responsibilities and Duties

- Greet all our visitors with enthusiasm and in a positive manner.
- Offer an excellent level of customer service.
- Check tickets for admission.
- Engaging with our visitors, answering questions and queries and offering additional information to ensure they have an outstanding experience.
- Help to direct flow of foot and traffic
- Communicate with Team Leaders regarding any health and safety concerns or issues relating to areas that you see as unsafe or may involve risk of serious injury to visitors or team members
- Report any identified hazardous situation or defective equipment to Team Leader as a matter of priority and without delay.
- Cash handling.

## Person Specification

	Essential	Desirable
Excellent communication and interpersonal skills with people of all ages.	✓	
Passion for providing great customer service	✓	
Ability to remain calm, rational and objective.	✓	
A flexible, reliable, honest and pro-active approach.	✓	
Knowledge of the importance of good customer service.	✓	
A positive and professional attitude.	✓	
Good knowledge of the local area.	✓	
Customer Service experience.	✓	
Commitment to adhere to Health and Safety rules and procedures	✓	
Previous Stewarding Experience.		✓

## Additional Information

You **must** be available to attend **both** training nights which will be held on the evenings of:

- Monday 30 September 2019
- Tuesday 1 October 2019

Time and locations of the training are still to be confirmed.

## Additional Dates

Prior to the event officially opening to the public on Friday 4 October 2019, we will be showcasing the event through 2 preview nights which will be held on the following dates:

- Wednesday 2 October 2019
- Thursday 3 October 2019

This year's officially nominated charities are; The Bumble Bee Conservation Trust, PKAVS and Guide Dogs (Scotland).