

## Steward Job Description

<b>Job Title:</b>	Steward
<b>Hours of Work:</b>	Steward Shifts from 5pm to 11.00pm Customer Service from 3pm to 9pm
<b>Contract Type:</b>	Fixed-Term from Saturday 24 <sup>th</sup> September until Sunday 30 <sup>th</sup> October 2022
<b>Location of Work:</b>	Pitlochry Town Centre Faskally Woods Blair Athol Distillery
<b>Hourly Rate:</b>	£9.90 (This rate of pay will apply irrespective of age.)  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/Team Leader/Transport Manager

### About the Enchanted Forest

Returning in October 2022, Scotland's favourite sound and light show, The Enchanted Forest, fuses creative talents and nature together to create an outdoor experience that will set visitors imagination alight. Celebrating its 20<sup>TH</sup> Birthday this year, The Enchanted Forest is renowned internationally as a trailblazer of son et Lumiere displays, with thousands of visitors travelling to Scotland from around the globe to see it every year.

Featuring dazzling visuals and innovative design set against an original musical score, visitors can explore the stunning autumn woodland setting of Forest and Land Scotland's Faskally Wood near Pitlochry. Using the forest as a natural backdrop, they will experience a lighting show that is, quite simply, out of this world. Look up, you'll be inspired.

The event has swept the board at a number of prestigious award ceremonies over its 20-year history including Best Cultural Event at the VisitScotland Regional Awards in 2018, Best Outdoor Festival at the Scottish Outdoor & Leisure Awards 2017, Best Cultural Event at the UK Event Awards 2016, Scottish Rural Award for Tourism & Hospitality in 2016, Scottish Thistle Award for Best event in 2015, the Event Management Grand Prix, and Best Cultural Event at the Scottish Event Awards.

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 arrivals team who will 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 with the highest standard of customer care as well as ensuring the safety and welfare of our visitors and your team members.

This is a customer facing role and you must have a passion for providing outstanding customer service and have excellent interpersonal, communication and problem-solving skills to allow you to deal effectively with customer enquiries and ticketing queries.

You will be allocated a team to work with and will be required to work on a rota basis which covers a number of different areas within your team. All necessary training will be provided.

## Key Responsibilities and Duties

### Steward

#### Faskally Forest

#### Reporting to Event Managers and Site Team leader.

- Attend a nightly team briefing for all Stewards to ensure all team members are aware of any specific information or customer requirements.
- Meet & greet all our visitors with enthusiasm and in a positive manner.
- Offer an excellent level of customer service.
- Engaging with our visitors, answering questions and queries, and offering additional information to ensure they have an outstanding experience.
- You will be required to manage your designated site area diligently and in line with all venue safety procedures.
- Report any identified hazardous situation(s), defective equipment or any health and safety concerns or issues relating to areas that you see as unsafe or that may involve risk of serious injury to visitors or team members to a Team Leaders/Event or Transport Manager as a matter of priority and without delay.
- Remain focused, diligent and motivated throughout the night ensuring that you are motivated and working together as a team and delivering excellent safety, customer service.
- Reporting of any incidents, accidents, risks or hazards must be recorded appropriately, and the correct action taken in line with customer complaints procedure and/or Health and Safety guidelines, procedures and regulations.
- Deal with all customer enquiries, issues or complaints in a polite and calm manner.
- Processing payments, recording transactions and following banking procedures for merchandise shop and mallow land.

## **Customer Services**

### **Fishers Hotel**

#### **Reporting to Event Managers and Customer Service Team leader.**

- Attend a nightly team briefing for all Customer Service Team to ensure all team members are aware of any specific information or customer requirements.
- Ensuring the efficient operation of the pre-paid ticket collection point, inclusive of issuing tickets to customers that have opted to collect on the day or have lost or damaged tickets.
- Issuing ticket exchanges (subject to availability) to customers who may have arrived to attend the event on the wrong day.
- Assisting customers with queries regarding specific access requirements.
- Processing and maintaining appropriate paperwork relating to customer queries and complaints.
- Working closely with our Transport team (Departures team) to ensure all visitors meet the correct ticketing requirements.
- Downloading daily show data in a timely manner onto hand-held consoles for the Departure and Arrival team.
- Processing payments, recording transactions and following banking procedures

## **Transport**

### **Traffic Management Arrivals and Departures**

#### **Fishers Hotel/Faskally Forest/Athol Distillery**

#### **Reporting to Event Managers, Transport Manager and Transport team leader.**

- Attend a nightly team briefing for all Transport Steward Team to ensure all team members are aware of any specific information or customer requirements.
- You will oversee traffic management to ensure the smooth and effective flow of vehicles and visitors at the departures and arrivals venues.
- Liaise with Coach Drivers to ensure that the coaches are operating efficiently, identify any concerns or issues and bring them to the attention of the Team Leader/Transport Manager immediately.
- Where required assist in resolution and rectify efficiently and effectively.
- Assist customers with disembarking and unloading from coaches where required ensuring excellent customer service standards are maintained at all times.
- Check tickets where required.
- Assist in reducing waiting times for visitors at both arrivals and departures.
- Guide visitor to Forest from the drop off point.
- Check disabled tickets for parking.
- Responsible for traffic from bone yard.

## 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.	✓	
Ability to deal with difficult customers/situations.		
Commitment to adhere to Health and Safety rules and procedures	✓	
Previous Stewarding Experience.		✓
Cash Handling		✓

## Additional Information

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

- Saturday 24<sup>th</sup> September 2022 (Local hotel)
  - Monday 26<sup>th</sup> September 2022 (Forest)
- Or
- Tuesday 27<sup>th</sup> September 2022 (Forest)

Exact time and actual locations of the training TBC.

## Additional Dates

Prior to the official public opening of the show on Thursday 29th, we will be showcasing the event through a preview night which will be held on Wednesday 28<sup>th</sup> September 2022.