



# 11 – 19 MAY 2018

Box office: 0131 226 0006

## JOB SPECIFICATION

**Post:** Front of House Steward – Volunteer Position

**Responsible To:** Volunteer Coordinator

**Location:** Festival venues: Assembly Roxy, The Writers' Museum, Scottish Storytelling Centre

**It takes a lot to put on a superb performance. Half of this is on stage, the other half is off. The Front of House Steward role is crucial in contributing to the safe, smooth and effective delivery of every magic show. It is very important for us to provide our Festival audiences with top quality service and a great experience.**

This is a great opportunity for you to enhance your CV, meet new people and get to watch the best magicians from the UK and all over the world. You will work in pairs and so will be part of a small venue team. We would ask you to commit to a minimum of three shifts (please see application form for shift timings).

You are also required to attend a compulsory Magic Training Day which will take place on **Sunday 6<sup>th</sup> May 2018 from 11am till 3.30pm** and will cover Health and Safety guidelines, fire evacuation etc. Training Day will also give you a better idea of the festival programme and a chance to meet the team and learn some magic!

As a member of the Volunteer Team you will have access to any Festival shows (as long as they are not sold out), and you will be invited to MagicFest Wrap Party (Sunday 20<sup>th</sup> May). You will also receive a souvenir volunteer staff t-shirt.

### Key Tasks and Responsibilities:

- Liaising with staff and performers
- Dealing with the public (answering questions, helping with queuing for the show etc)
- Maximising Mailing List uptake and conducting small audience research
- Checking and collating tickets
- Helping the audience to take their seats
- Light cleaning duties before and after performances
- Assist with the smooth running of the box office when appropriate
- Assist with any other tasks as deemed appropriate by the Volunteer Coordinator

### Person Specification:

This is a public-facing role so would suit someone who is confident, articulate and a good communicator. You should be reliable, positive, enthusiastic, responsible and flexible. Ideally you will have front of house, stewarding or ushering work experience, or experience of working in a similar customer facing environment (although full training will be provided).

### Other essential requirements include:

- A good working knowledge of English
- Polite and friendly manner
- Can work effectively under pressure
- Able to follow instructions
- **Desirable:** An interest in the arts and/or magic
- Being excited about having an amazing MagicFest 2018!