

JOB DESCRIPTION

ROLE:	Casual Crew Team Member
DEPARTMENT:	Production Department
REPORTS TO:	Technical Manager/Senior Crew Member
CONTRACT:	Casual
HOURLY RATE:	£9.90 per hour (plus 12.07% to compensate for untaken annual leave entitlement)

ROLE SUMMARY:

As part of the Belfast Waterfront and Ulster Halls' (BWUHs) Production Department, you will be responsible for providing portering and non-specialist maintenance services to events within the BWUH's venues. Working closely with the Technical Manager, Senior Crew Member and Facilities Manager to ensure the highest levels of delivery for these support services across all events to ensure BWUH retains its reputation as world-class venues.

Reporting to the Technical Manager & Senior Crew Member.

Working with the Production and Technical teams, Facilities Management Team & Event Management team.

The company is committed to its vision to be world class and create an environment in which our people will continue to grow and play their part in building business tourism, live entertainment, and events to deliver socially, culturally and economically for Belfast and Northern Ireland. All employees are expected to commit to the company values of "Do It Right, Do It Now".



Customers First: We always put our customers first.

One Team: We own shared goals as one team and support each other's growth.

Environment: We protect our environment and keep ourselves and others safe.

Respect: We treat each other with respect at all times.

Pride: We work with pride, purpose and urgency.

Driven: We are driven by our pursuit to be world class.

Structured: We take a structured approach - plan, do, check, act.

Unique: We are proud to be unique and original.

General:

- To be able to work flexibly across all venues of BWUHs and with all teams to ensure the necessary high standards of service delivery are achieved and exceeded.
- To assist the Technical Manager, Senior Crew Member and BWUHs management team in the delivery of the services necessary to support concerts, conferences, presentations, and exhibitions including general portering, stagehand duties and labouring duties.
- To carry out all specified work in accordance with applicable health and safety legislation, guidelines, and best practice, and to ensure that any actual or potential health and safety hazards are reported to management immediately. To carry out health and safety checks and procedures as required.

Key Duties

- Work in close contact and flexibly with all teams and clients to ensure all requirements are met and delivered in a timely, cost effective and safe manner.
- To assist in providing creative/ innovative responses to non-routine problems to ensure a satisfactory and timely resolution and to undertake such other relevant duties as may from time to time be required.

Porter Duties

- To furnish all event spaces, both front and back of house, with the required furniture and equipment layout specific to each event. To undertake general and specific labouring duties as directed, for example, the assembly, dismantling, maintenance, and storage of seating and staging systems.
- To provide flexible logistic support to the Event Managers and/or Stage Production Team by working together on pre-planned setups or responding to reactive requests. To assist with cloakroom and luggage storage on events.
- To unload or load clients' and BWUHs equipment from storage and/or vehicles in a safe manner and assist in the traffic management of delivery and collection loading areas (banksman duties).
- To undertake duties during events and respond to specific cues or directions given by Production staff i.e., follow spot operation, load-in/load-out stagehand etc.
- To ensure that the service yards, alleyways, entrance areas, under stage areas, the wagon store and all other related equipment stores & exhibition storage areas and collection areas are kept clean, free from defects and in a safe condition.

Maintenance Duties

- To assist with the maintenance and cleaning of fixtures and fittings, light non-specialist maintenance. To carry out minor repairs and maintenance to furniture/seating systems using power tools as per training provided. To provide general assistance as required e.g. non-specialist light maintenance duties.

- To ensure that the standard of equipment is maintained at the venues, reporting defective equipment or building defects to the facilities department.
- To assist with equipment accounting (including furniture), using the venues' asset management system to ensure accurate records are in place.

Health and Safety

- To undertake suitable training on equipment and procedures and be responsible for maintaining safe working practices at all times but particularly during the build, open and de-rig of events in both venues.
- To assist in the development, implementation, audit and review of formal and dynamic risk assessments, method statements and safe systems of work.
- To carry out any other relevant procedures or duties as required by the Technical Manager, Senior Crew Member.
- To undertake the implementation of management policy and ensure compliance with the procedures of the BWUH.

PERSON SPECIFICATION

Competencies

Applicants must be able to demonstrate the following competencies which may be tested at interview:

- **Team working skills:** the ability to be an effective team member, contributing to the success of the team and achievement of objectives and goals. Ability to work well under pressure and to collaborate with colleagues during pressurised and demanding periods.
- **Health and safety skills:** an excellent awareness of health and safety processes and procedures and the ability to deal effectively with health and safety issues within a busy conference and entertainments facility.
- **Customer care skills:** an awareness of the importance of responding to the needs of both internal and external customers effectively.
- **Manual Handling skills:** The post holder should have the ability to carry out and see through tasks involving heavy lifting, carrying, pulling and pushing and bending in a safe and efficient manner.
- **Flexibility:** The post holder is required to adapt to flexible working patterns. A willingness to be flexible with rota changes, often with minimum required notice, to allow the team to meet objectives.

Essential Criteria

Applicants **must** have

- Experience of setting up equipment or furniture for events; and

- Experience of providing excellent customer service support and dealing effectively with difficult customers or members of the public in person.

Desirable Criteria

- 1 years' Portering experience.

Shortlisting criteria

BWUH Ltd. reserves the right to shortlist only those applicants who have demonstrated the appropriate level of experience as noted in the Job Description.

BWUH Ltd. treats personal data collected during the recruitment process in accordance with the organisations data protection policy. Information about how your data is used and the basis for processing your data is provided in the BWUH Ltd. applicants' privacy notice, a copy of which is available on our website.

To Apply

To apply for this post, please send your CV and a copy of the monitoring form by email to hrinbox@waterfront.co.uk.

The applicant should highlight on their CV details relating to the criteria set out above.

Please note that it is the applicants' responsibility to ensure that his or her CV and supporting documents are submitted by this closing date and time.

This recruitment ad will remain open. Applications will first be processed on Thursday 3rd March and then at 2-week intervals.

BWUH Ltd. will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date, but it is under no obligation to do so.