**Casual Staff Role: Job Description & Person Specification**

**Section 1: Key Information**

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| Job Title | Event Support Crew  |
| Department | Trading Services |
| Team | Entertainment & Events |
|  |
| Responsible to | Event Support Crew SupervisorDuty Manager (on shift)Entertainment & Events ManagerAssistant Venue Manager |
| Responsible for | N/A |
| Contract type | Zero Hours (in accordance with the needs of the organisation and the individual staff member) |
| Hours of work | Up to 20 hours per week during term time (including some unsociable hours) |
| Hourly Rate of Pay | £11.54 |
|  |
| Purpose of role | To assist in the general running of Students’ Union venues, with specific responsibility for the set-up of event support equipment, late night door entry operation, and supporting the delivery of a safe and welcoming environment. |

**Section 2a: Key Deliverables**

To help make this job description as clear as possible, we’ve included three examples of the type of work/jobs you’ll be asked to do on a regular basis as part of this role.

* Setting up (and where required) taking down all event equipment relating to the Health & Safety of customers, such as the event perimeter fencing, pedestrian barriers and crowd control barriers within the event.
* Undertaking tasks at event entry operations, checking of IDs, directing ticket and non-ticket holders to the appropriate processing point, and acting as first line of contact for enquiries upon entry to venues.
* Working alongside the contracted SIA team and appointed first aiders, undertake the role of ‘Good Night Out Crew’ to support the delivery of a safe and welcoming environment at all late-night events, assisting customers who may be perceived as vulnerable due to their actions or the impact of the actions of others.

**Section 2b: Organisation Wide Responsibilities**

* Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
* Comply with relevant health and safety policies, seeking to minimise hazards for others.
* Support the development and implementation of sustainability initiatives within the organisation.
* Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered with when making plans and decisions.
* Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students’ Union (for example the University).
* Comply with the Students’ Union’s constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
* Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

**Section 3: Person Specification**

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| **Education & Training** | **Essential** | **Desirable** |
| Must be a current Royal Holloway student for the 2024/25 academic year | **X** |  |
| **Experience & Knowledge** |  |  |
| Experience or knowledge of event management in a paid or voluntary capacity |  | **X** |
| Experience of working or volunteering in a team, particularly in a fast-paced environment | **X** |  |
| Experience of working or volunteering in a customer support or welfare role, particularly in a late-night or festival environment |  | **X** |
| **Skills & Abilities** |  |  |
| A good listener with an ability to communicate calmly under all circumstances | **X** |  |
| An ability to provide excellent customer servicesin a busy environment, remaining calm, polite and friendly at all times | **X** |  |
| **Values**We’re a values-led organisation, which means we’re keen to attract applicants who share our priorities. We’re keen to hear about times you’ve demonstrated the following: |
| Student Focused: everything we do will have students at the heart of it | **X** |  |
| High Quality: your expectations are high, and we must exceed them | **X** |  |
| Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible | **X** |  |
| Brave: we should be bold and not afraid to challenge the status quo | **X** |  |
| Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do | **X** |  |