



Customer Experience Assistant

Description of role:

Customer Experience Assistants play an essential role in the delivery of BLF and are the public face of the event. Customer Experience Assistants will primarily work with Venue Managers and venue staff to ensure efficient queue management and event stewarding. They will be present to answer customer questions and provide direction where appropriate. Where required, Customer Experience Assistants will support with checking tickets and the entrance/ exit process to help deliver a smooth experience for our audiences. All staff and volunteers will be briefed with regard to our Covid-19 policies and social distancing guidelines, which the Customer Experience Assistants will help to maintain through vigilance and monitoring as well as by setting a positive example and offering reassurance. Whilst we acknowledge that additional precautions are needed at this year's festival, and that some things may be different, we are committed to providing a safe, enriching and rewarding experience to all our audiences, staff and volunteers alike.

Health and Safety Notice:

Please be aware that due to on-going health and safety concerns surrounding Covid-19, all staff and volunteers must be comfortable with, and able to follow, standard social distancing protocols that will be practised across the festival, this may also include the mandatory wearing of facemasks and other PPE. Training will be provided so that all team members can express confidence and diligence in their roles.

Location:

Multiple venues across the City of Bradford

Timescale:

Festival events run from 25th June to 4th July 2021

Training:

All volunteers must attend an induction session with a briefing on the requirements of their roles and their responsibilities during the festival, as well training in Covid-19 protocols.

Volunteers can choose whether to attend one or both of the following induction events:

Tuesday 22nd June | 1pm – 2.30pm

Wednesday 23rd June | 6.30pm – 8pm

These dates may be subject to change. The venue will be located centrally in Bradford, close to bus and rail links, and will be confirmed at a later date.

Availability:

Volunteer shifts may take place in the morning, afternoon or evening and will be based on your availability, with a maximum shift length of six hours inclusive of a break.

Volunteers must be available for a minimum of two shifts across the festival period.

Main Tasks and Responsibilities:

- Customer service, venue assistance, queue management and event stewarding.
- Provide assistance to Venue Manager when required.
- Awareness and understanding of Covid-19 procedures.
- Assistance with ticket checking and entrance and exit procedures.
- Liaise with Venue Staff when necessary.

Volunteering may suit you if:

- Have an interest in literature, arts and culture.
- Have a positive and outgoing personality.
- Are well-presented, reliable and personable.
- Feel confident in a customer-facing environment.
- Have a willingness to work as part of a team.

How to apply:

Volunteers must be aged 16 or over.

To apply please follow this link complete the form:

<https://www.surveymonkey.co.uk/r/2YG8KL6>

Please contact us at volunteers@bradfordlitfest.co.uk to discuss any access requirements you have. We are committed to making reasonable adjustments where possible to maximise access to volunteering.