



## **Customer Experience Assistant – Role Description**

This role is ideal for anybody who enjoys helping people, likes the idea of interacting with people from all walks of life and will relish being a part of the hustle and bustle of busy events. As a Customer Experience Assistant, you'll ensure that visitors to the festival have everything they need and that their time with us is as fun, safe and organised as possible. This might involve assisting in stage set up, answering questions from members of the public or checking tickets.

This is a brilliant opportunity to develop your communication skills and get practical experience of customer service in a public facing role, vital abilities for anybody looking to pursue further education or go on to the world of work. You'll also pick up basic event management skills and learn a thing or two from our expert Venue Managers. It is also a fantastic way to meet new people and build confidence.

**Reports to** - Venue Manager

**Role** - To look after audience members and festival visitors, this will include:

- Assisting with audience entry and departure including emergency evacuation if required. Such as:
  - Taking tickets and helping to manage queues
  - Advising visitors of event/ venue information including providing directions
  - Handing out programmes/ survey forms
- Assisting with branding and venue set-up
- Complying with all instructions from the Venue Manager including health & safety instructions
- Being the friendly face of the Festival
- Wearing the Festival T Shirt provided so that you can be clearly identified
- Being the eyes and ears of the Festival and advising the Venue Manager or Volunteer Supervisor of any issues at the Festival such as:
  - Medical emergencies (staff or volunteers)
  - Venue problems e.g. trip hazards
  - Litter/rubbish accumulation
  - Any other issue which gives you cause for concern

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