

**Job title:** Steward (Band 2)

**Job family:** Engagement, Learning and Entertainment

**Job ref:**

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### **Job family definition**

Roles within the Engagement, Learning and Entertainment job family focus upon the Eden experience, providing activities, learning programs, encounters and events, which engage, inspire and entertain, thus enhancing individuals understanding, experience, skills and enjoyment.

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### **Role purpose**

To develop skills and inspire you with the Eden passion required to put the visitor first and deliver a world class experience. The role of the Steward is to enhance the visitors' experience through conversation as well as acting in support capacity to ensure the smooth running of site. Good interpersonal skills are required to ensure that nobody leaves Eden without 'getting it'. The team will ensure a one-team working and a sharing of skills and knowledge, whilst enhancing and protecting the Eden ethos and educational experience.

### **Key accountabilities**

1. Greeting each guest with eye contact, a smile and 'hello', and maximizing opportunities for conversation.
2. You will have a clear understanding of Eden's aims and ethos, site layout and highlights, and communicate that with our guests.
3. Work with leadership and colleagues in ensuring that everyone supports each other seamlessly and that the best possible guest experience is delivered; from arrival to departure. Variety is at the heart of the role and with the appropriate training and support you may be required to work in the retail and admissions, hospitality and events, and car parking teams according to business need.
4. You will champion inclusivity and accessibility. Issuing and monitoring of access equipment and proactively offering services, as appropriate, to our guests.
5. Work with leadership and colleagues in ensuring that areas of work are always clean and tidy. Be able to put yourself in the guests' shoes and act as the supporting eyes and ears of the site and raise concerns if it is felt that our guests' expectations are not being met.
6. Aim to understand and assist every guest with their H&S and welfare in mind. Working with the team and leadership to ensure that concerns, problems, lost and vulnerable persons, and first aid incidents are dealt with swiftly and appropriately. You will also be able to quickly and effectively respond to fire and emergency situations.
7. Patrolling of guest-facing areas to make sure routes and fire exits remain clear and free from obstruction; social distancing; marshalling; managing queues and the flow of guests in areas with the potential for build-up.

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### **Demands of the role**

<b>Education &amp; qualifications</b>	Relevant training or qualifications in customer service (NVQ). First Aid at Work and Health and Safety training at a minimum level 2. Presentation skills or training desirable.
<b>Knowledge &amp; skills</b>	ICT literate with a basic working knowledge of Microsoft Office applications. The ability to work with others and on your own to learn Eden's aims and ambitions as well as current themes for the working day.
<b>Decision- making</b>	Make day to day decisions with the Team Leaders in order to ensure that the daily delivery is seamless. Any complex, business critical decision making will be escalated to the Duty Manager.
<b>Resourcefulness</b>	Self-motivated with the ability to work on your own and as a team to tackle challenges head on with a positive, can-do attitude. The ability to work with other teams to plan and schedule delivery on site in the most organised and streamlined and sometimes creative way possible, often to extremely tight deadlines.
<b>People &amp; asset management</b>	Strong character, team player and a 'can do' attitude. No direct people or asset management is applicable for this role.
<b>Communication &amp; visitor experience</b>	Communicate well at all levels with the ability to feed back to the Steward Team when needed. Positively champion and promote the visitor experience through all aspects of your role. Provide the highest level of support to the team.
<b>Operational environment</b>	This role is an operational and active role. It is based on site in a visitor facing environment at all times. In order to meet operational site needs you will be required to work weekends and some evenings during the seasonal programs.