

**Job title:** Steward Team Leader

**Job family:** Engagement, Entertainment, Education

**Job ref:** Leave  
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### Job family definition

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

### Role purpose

To manage and motivate the Eden Steward team ensuring that the team effectively delivers a consistent, world class experience for our visitors whilst ensuring a smooth visitor journey across all areas of the site. To encourage and ensure that the team are engaging with our visitors across site to communicate and champion the Eden story at all times. To train and mentor the Steward team, whilst constantly adapting to the various learning styles and needs of the team and the visitor. Ensuring one-team working together to deliver a consistent, world-class experience for all our visitors that inspires positive change.

### Key accountabilities

1. Manage the Steward Team and support their welfare, development and performance ensuring that they are a positive, motivated, confident team who feel set up to succeed and enjoy the diverse role they fulfil.
2. Reporting directly to the Steward Team Manager, you will also work closely with the Duty Managers and other Visitor Service Team Leaders to ensure that everybody supports each other seamlessly to ensure the best possible visitor experience is delivered; from arrival to departure. You will lead the delivery of the diverse daily operational aspects of the Steward and Car Parks team.  
Variety is at the heart of the role and with the appropriate training and support you may be required to work alongside the Retail and Admissions, and Hospitality and Events teams, according to business need.
3. Team leadership both front and back of house, an exemplar of customer service, staff involvement and engagement continually identifying and developing opportunities to develop the guest experience. Strong leadership and motivational skills with a can do attitude always adapting to the diverse skills and experience of the team.
4. Confident understanding and positive attitude towards health and safety and the demands of the various roles of the team and their working conditions. To maintain relevant and update operational systems and procedures.
5. To always consider the wellbeing and safety of visitors and colleagues by working closely with the daily operational teams to prevent and solve visitors' problems and actively championing service excellence and the Eden spirit.

6. To support the Steward and Car Parks Team Manager with recruitment, induction and training programs. To carry out administrative tasks including payroll and scheduling, ensuring that the team delivery is within agreed payroll budgets.

### **Demands of the role**

<b>Education &amp; qualifications</b>	Experience of leading a team and maintaining controls and systems within a multi skilled environment. Qualified to A level or equivalent or relevant NVQ level 3 or 4 qualification or National Diploma/Certificate
<b>Knowledge &amp; skills</b>	At least 1 year's proven experience required to coach and lead others. The ability to plan, manage, organise and report on both your own work and the work of other team members. Highly organized, proactive and flexible in approach to your work. ICT literate with a very good working knowledge of Microsoft Office applications.
<b>Decision- making</b>	Make day to day decisions and aware that the impact of judgments and decision-making will be obvious in order to ensure that the daily operational delivery is seamless. This will require an adaptive and flexible approach. Reporting to Line Manager regularly with any complex, escalating business critical decisions to the Stewards and Car Parks Team Manager.
<b>Resourcefulness</b>	Self-motivated with the ability to work on your own. Ability to adapt to and tackle challenges head on with a positive, can-do attitude. Reactive problem solving is routine. The ability to work with other teams to plan and schedule delivery on site in the most organised and streamlined way possible, often to extremely tight deadlines. Reviewing and improving upon existing procedures, challenging the status quo and being proactive in seeking new ways of working.
<b>People &amp; asset management</b>	Strong character, team player, completer-finisher and a 'can do' attitude. This role shares responsibility for the leadership of a team of up to 45 members. Shared responsibility of tools and equipment and personnel data within the department. Financial responsibility of managing staffing levels to budgetary requirements.
<b>Communication &amp; visitor experience</b>	Provide an experienced level of leadership, support and feedback to the Steward Team by positively championing and promoting the Eden story and its operation with exemplary communication skills. Reporting effectively into the Steward and Car Parks Team Manager as relevant with updates on the team.

**Operational  
environment**

This role involves working in a variety of climatic environments across site as well as office time. You will need to be self-motivated to manage the day to day whilst leading the team. In order to meet operational site needs you will be required to work weekends and some evenings.