

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title: Spectator Services Manager

Role Purpose: To manage and co-ordinate the Spectator areas and seating. Ensure the Spectators have a positive and enjoyable experience throughout the event. To make decisions concerning the Spectator's and work with the Management team to ensure appropriate processes and procedures are in place for the meet.

KEY RESPONSIBILITIES

- Attend event planning meetings as part of the Event Management team
- Appoint a Spectator Services team with Lead Events Officer and liaise on their requirements
- Monitor the performance and welfare of the Spectator Services team throughout the event and take any necessary remedial action
- Appoint optimal positions for the Spectator Services team to be in so they can politely and professionally guide and direct Spectators to their allocated seats
- Understand the venue and the areas that Spectators can and cannot go
- Maintain professional welcome and provide effective communication for all Spectators and Guest's attending the event
- Manage any queries and concerns Spectators may have and try and resolve them to the best of your ability
- Manage Spectator Services team refreshment breaks
- Neatly arrange and set-up a ticketing table and prepare the ticket scanners before each session and report any issues / faulty devices. Have spare devices in place.
- Instruct the Spectator Services team on their role and what is expected of them, making sure everyone understands the role
- Check arrangement for disabled Spectators and Guests (e.g. Lifts, assistance seats and spaces)

- Ensure reserved seats are allocated where necessary
- Ensure all areas stay clean and tidy. If a mess occurs, inform a member of the venue staff.
- Deal with any queries effectively and escalate to other members of the Management team as required
- Comply with all policies and procedures set down by the organisation and in particular those relating to Diversity, Equity, Inclusion and Sustainability

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Ability to communicate clearly and share information 	
<ul style="list-style-type: none"> • Customer Service experience within a busy environment 	
<ul style="list-style-type: none"> • Friendly, calm and approachable demeanour 	
<ul style="list-style-type: none"> • Reliable and Punctual 	
<ul style="list-style-type: none"> • Ability to work and collaborate within a team 	

