

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title: Spectator Services Team Member

Role Purpose: To assist the Spectator Services Manager to ensure a positive and enjoyable experience for Spectators throughout their event attendance.

KEY RESPONSIBILITIES

- Greet Spectators as they arrive at the venue and onto the Seating Balcony upon arrival
- Politely and professionally guide and direct Spectators to their allocated seats or nearest amenities
- Support Stewards in monitoring movement and queuing of spectators
- Accredited personnel (i.e., Guests) may also require guiding to their appropriate block and seating
- Assist with ticket scanning (training will take place on your first shift to ensure Spectators can be granted entry into the Seating Balcony as smoothly and as efficiently as possible)
- Issue wristbands to Spectators to allow for re-entry if required
- Issue giveaways if required
- Sell Aquatics GB merchandise if required
- Deal questions and escalate enquiries where necessary from ticket holders
- 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"> • People person 	<ul style="list-style-type: none"> • Experience working in Spectator Services
<ul style="list-style-type: none"> • Outgoing 	
<ul style="list-style-type: none"> • Confidence 	

<ul style="list-style-type: none">• Enthusiastic	
<ul style="list-style-type: none">• Happy to work in all weather	
<ul style="list-style-type: none">• Local Knowledge	
<ul style="list-style-type: none">• Knowledge of the event	

