

Focus.

Role Description

Team

Big Top Stewarding Team

Role Context

Focus is a chance for our church Network to spend quality time together; to pitch in as a family, sharing food, receiving and praying for one another, and supporting each other as we grow. Each member of this team plays a vital role in making Focus an extraordinary experience for our church Network.

Role Purpose

Working with the Big Top Manager and staff team, the primary role of the Big Top Steward is to welcome and host people in the Big Top throughout Focus. **In addition to this, all stewards are required to help direct people onsite on the day of arrival (Thursday 25th July)**

Key Responsibilities and Expectations

Below are some Big Top Stewarding Team volunteer tasks:

- Directing guests to their campsites on arrival and departure day
- Big Top set up, including chair set up and putting any leaflets on seats where required
- Checking guests have wristbands before they enter the Big Top
- Welcoming guests into the venue, directing them to available seats, answering their questions, being a helpful point of contact to answer any questions
- Keeping guests safe by ensuring fire exits are kept open, keeping aisles clear, ensuring large bags, cases and packages are not brought into the venue, and making sure buggies and wheelchairs are in the correct areas
- Liaise with the Big Top management team when there are problems e.g. reporting lost children/parents
- Ensuring that the right people are sitting in reserved seating area. E.g. no buggies in the wheelchair section
- Stop guests from saving seats between sessions
- Collecting the offering (there will be a separate briefing for this)
- Tidy up/ Turnaround at the end of every session including lost property and rubbish collection

Please note that this list is not exhaustive.

Essential Skills

Punctual – There will always be a pre-session briefing and set up for Big Top sessions. The Big Top Stewarding Team must arrive promptly to their shifts to ensure they have all the information required to fully complete the task at hand.

Friendly and Personable – The Big Top Stewarding Team will be in constant contact with people at Focus, whether that be guests, site crew, or staff. To do this role, volunteers should be consistently friendly to those they are in contact with bringing great energy to the role. Your attitude will have a positive impact on the experience of everyone onsite.

Resilient – In this role volunteers may come across difficult and frustrated people. Whilst we do not condone this behaviour, volunteers should not feel pressured to deal with these people themselves, but we ask that good customer service is maintained whilst on shift, linking in with our Event Staff, safeguarding and pastoral teams where necessary.

Responsible – Volunteers in the Big Top Team should take responsibility for the task they are given, listening carefully to instructions and using their initiative where necessary to complete the task at hand.

Contactable – We contact the Big Top Stewarding about shift changes via phone. Volunteers will need a phone that is fully charged which they are prepared to use and be contacted on whilst onsite. Charging facilities will be provided in the Teams Lounge.

Working Environment

Standing – Most of the tasks will require volunteers to stand for long periods of time.

Lifting – This team will help with lifting and moving chairs in the Big Top. Please ensure your Team Leader is aware of any injuries

Bending – The Big Top team will be bending to put flyers on chairs, picking up rubbish and lost property etc., which will require repetitive bending on occasion.

Temperature – The weather can make the Big Top very hot or very cold, Big Top volunteers should be prepared for both scenarios with water bottles/jumpers etc.

Benefits

- Free ticket
- Access to the Team lounge
- Daily prayer meeting in the Team lounge
- Meeting new people / networking
- 10% discount applied in all Focus cafés
- Free access to selected Focus talks after the event