

Temporary Event Staff (8 hour per week minimum)

Nov – Feb

We are looking for Casual Event Staff who can work a range of different shifts across our food, beverage, and event operations as we scale up our winter events programme as part of our bank of casual staff working our bars, café, and event operations.

The Loreburn Hall programme has more than 100 different events running over the next five months and we need exceptional staff to help us deliver this exciting programme of events, including our world-famous Big Burns Supper programme which runs in January.,

We provide one days-worth of paid training in our entire operations, and we are a unique social co-operative which is made up of full-time staff, volunteers, artists, and casual staff.

Come and join us if you are passionate about outstanding customer experience in a venue that is trying to make a difference to the night-time economy in Dumfries.

We have a range of daytime, evening and weekend shifts available between now and end Feb 2023. We are offering minimum contracts of 8 hours per week over a month period and would expect you to be available for at least one shift per week.

Team members may be required to work various customer service roles across our events and will be provided with the necessary training to do so.

We require all our staff to be over 18 (due to Licensing restrictions), have a UK bank account, speak fluent English and have the necessary visa requirements to work in the UK.

About you

You should know what good customer service feels like and you are motivated to deliver world class service to local audiences and incoming visitors to our incredible region. Have a good sense of humour and be prepared to do a wide range of tasks.

Your role may include:

- Scanning Tickets
- Selling Tickets
- Selling food and drinks
- Providing information and support to visitors on site.
- Setting up events and infrastructure
- Directing and managing flows of people
- Assisting the Event Management team where required.
- Helping to keep the site tidy and safe and ensuring it is always presented at it's best.
- Ensuring visitors with access requirements are escorted or assisted where necessary.
- Dealing with visitor queries or complaints, quickly, confidently and appropriately or escalating to management where necessary.

Ideal candidates will have:

- Experience in customer facing customer service roles.
- Experience in hospitality or large events is a bonus.
- Ticketing experience is a bonus but not required and full training will be provided.
- Be positive, approachable and friendly
- Be confident communicators! You will be involved in ensuring the public are safe on site and may be required to be involved in evacuation procedures.

Rate of Pay: £10.90 per hour plus holiday pay. Bank holidays – 26th December and 1st- 3rd January attract time and a half. You will be paid monthly by bank transfer.

Location: Loreburn Hall

Hours: We operate daily from 10am and 8pm daily with some late nights on our club nights. Contracts are based on a minimum 6 hours per week. You will be rostered through our scheduling system Deputy and this is what will be used to sign in on site.

Big Burns Supper is a social co-operative and our casual staff get the same benefits as our full time. As a result, you will receive the following during your freelance employment with us

- Accrued holiday paid at the end of the contract
- Discounts on food and drink at our venue

To apply

Please send either a video or a covering letter with your CV to programming@bigburnssupper.com

If you would like an informal chat about the role, please contact Allison McLellan by email.

Closing date

2nd November at midnight

Interview by zoom on

7th November

Early applicants are encouraged.