

# INTERNAL VACANCY

## Senior Visitor Services Assistant

Casual Hours | Live Entertainment Environment

Rate of Pay: £12.71p/h From April 2026 : £13.21 p/h

### The Role

As a Senior Visitor Service Assistant, you move from supporting the operation to leading it on the ground. You'll supervise a team during events, take ownership of a front-of-house area (bars, café, stewarding, ticket scanning) and make sure your zone is set, staffed, and running smoothly before, during, and after doors open.

You'll still be hands-on serving, scanning, problem-solving but you'll also be the first point of escalation for your team. When things get busy, you set the tone. Calm, organised, visible.

### What success looks like

- Your area runs smoothly even at peak pressure
- The team knows their roles and performs confidently
- Customers feel welcomed, supported and dealt with efficiently
- Issues are resolved early before they escalate
- New staff feel guided
- Standards remain high throughout the event
- Stock is controlled and areas remain event-ready
- Safety procedures are understood and followed
- You bring ownership, energy and solutions

### What you'll be trusted with

- Supervising staff fairly and confidently
- Allocating tasks and maintaining service quality
- Acting as the go-to person for customers and colleagues
- Preparing areas for opening and maintaining operational readiness
- Working across any front-of-house area as required
- Managing stock responsibly
- Upholding licensing, safety and venue procedures
- Remaining calm, clear and kind under pressure
- Being reliable



### **This role is for you if you...**

- Are motivated, enthusiastic and ready for more responsibility
- Enjoy variety and fast-changing situations
- Step forward when something needs sorting
- Are a strong team player who supports others
- Genuinely enjoy working with people
- Bring real, positive energy that lifts the team
- Are comfortable in a loud, busy, high-energy environment
- Want to lead from the front, not the sidelines

### **Requirements**

- Excellent customer service and communication skills
- Availability for at least 2–3 shifts per month, including pre-event setup
- Flexibility for evenings, late nights, weekends and holidays
- Casual, event-based role with no fixed weekly hours
- Comfortable standing for long periods
- Able to lift stock when required
- Able to work in loud environments and late finishes

### **Desirable but not essential:**

- Personal licence
- Valid First Aid certificate
- Previous supervisory experience
- Awareness of the “Ask Angela” procedure

### **Training provided:**

- Leadership development
- Training across all front-of-house roles
- Venue procedures and safety processes

**Ideal start:** April 2026 (event dependent)

**Closing Date:** Thursday 19 March 2026

**Interviews:** W/C 22 March 2026

**To apply for this role please express your interest to [recruitment@plymoutharena.com](mailto:recruitment@plymoutharena.com)**

