

Post Title:	Location Base:	Reporting To:
Casual Visitor Experience Host	Fairfield Halls – Croydon	Operations Manager

About BH Live

Champions of community engagement, health and wellness across Dorset, Hampshire, and London.

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

bhlive.org.uk

Summary of role

To be multi skilled and deal with a variety of tasks including checking tickets, serving drinks and food in our bar and restaurant areas, security including checking visitors' bags, cleaning and offering a first-class customer service experience.

- To provide a high level of customer service, striving for service excellence at all times.
- To sell promotional merchandise.
- To be proactive in customer care.
- To provide an effective ticket checking and delegate badge checking service.
- Show/direct patrons to their respective seating areas.
- Collection, control and reconciliation of income in accordance with BH Live policies and procedures.
- Work in bar areas serving drinks and taking orders.
- Serving food in the bars and restaurants areas.
- Work in the box office, selling tickets for events and performance by phone and face to face.
- Attend training courses as required to meet the need of the business.
- Clean, tidy and prepare your designated work areas and ensure they are safe from any hazard, this will include picking up litter as required, before, between and after shows/events.
- To be fully conversant with BH Live and Fairfield Halls health and safety, emergency and evacuation procedures and any other relevant policies.
- To undertake traffic marshal duties for events as required.
- Any other duty as required by the line manager commensurate with the post.
- Must be available to meet the needs of BH Live and Fairfield Halls in relation to early morning or late-night working requirements on weekdays, weekends and bank holidays.

Skills and experience

Details	Criteria
Experience of dealing with customers	Essential
An understanding of Health and Safety requirements	Desirable
Excellent communication skills	Essential
Ability to work independently or as part of a team	Essential
Ability to remain calm in all situations	Essential
Possess a positive approach to customer care	Essential
Be of a smart and presentable appearance	Essential
Be prepared to work both outside and inside the venue	Essential

Ability to work evenings, weekends and bank holidays as required	Essential
Over 18 years old to comply with licensing laws	Essential
Qualifications	
Basic Food Hygiene Certificate	Desirable

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: July 2025