

Position: Event Conductor (Part Time)

Location: Nunnery Depot, Sheffield

We're growing our business and we now have a new opportunity for Event Conductors within our Customer Service team. We are looking for people with a professional approach who would take pride in providing an outstanding service for our customers.

We're looking for outgoing, confident and friendly people to join us. This is a new role so it will require a really high degree of flexibility and reliability. You'll work at least 16 hours a week (on average) but the nature of our business means this might vary, so some weeks you might only do a few hours and others you may work more.

Your main role will be to provide support at events which we serve, such as football, Arena concerts and other big events such as Tramlines Festival. The nature of these events means you'll usually be working in the evening or at weekends although you may be required to work during the day from time to time too.

You can expect many different challenges in the role, and it's not just about collecting revenue. At Supertram we are committed to safety and you'll need to be prepared to assist dealing with large crowds at times. You should have a proactive approach to helping manage any disruption too.

Hours:

Because we provide a transport service to the public, this definitely isn't a 9-5 job. Your role will mainly require you to work evenings and weekends and the times and days will vary every week. There may be times where you'll be needed really early or really late too, with varying shifts that can start and finish at any time between 5am and 1am. You'll also need to be able to work weekends and bank holidays. You will need to be flexible and ready to adapt at short notice. The working week for this role averages a minimum of 10 hours.

Requirements for the Role:

- Experience in a previous customer facing role is desirable
- Positive can do attitude and friendly, outgoing personality are essential
- Be willing to work irregular and unsociable shift patterns
- Meet the necessary medical requirements of the role
- Ensure that a professional image of the company is demonstrated at all times
- Adhere to compliance requirements in all areas of operational activity, company policies and procedures
- Manage conflict situations that may arise while on duty
- Maintain a level of cash control in line with company policy
- Have a commitment to delivering great Customer Service.

If successful: The successful candidate would enjoy an hourly rate of **£11.04** and undertake a comprehensive training programme to cover their needs. Other benefits include full uniform provided, free travel for you and your partner (after qualifying period) on all Stagecoach bus and tram services, optional pension scheme and death in service benefit. **Interested?**

Download an application form and email it to: supertram.jobs@supertram.com

Alternatively, post it to: **Recruitment, Stagecoach Supertram, Nunnery Depot, Woodbourn Road, Sheffield, S9 3LS**

If you need any further information, email us at: supertram.jobs@supertram.com

