



# Job Description

## Conference & Events Team Member

(casual basis)

**Division:** Operations

**Team:** Front of House

**Responsible to:** Duty Manager/Front of House Supervisor

**Last Updated:** June 2024

At the Edinburgh International Conference Centre (EICC), our vision is:  
**to create an environment which inspires ideas that change the world**

### Primary Function:

Our Conference and Events Team Members are essential in supporting the EICC with our vision. They work collaboratively with the wider Operations Team to ensure our delegates and clients receive world-class service delivery.

Our Conference and Events Team Members undertake a variety of duties, including working as a host during our conference and business events or as an usher during shows and festival performances. Operating our cloakroom is a big part of the job, and Team Members are also required to assist with specific roles (for example Registration, Badge Scanning, Room Monitoring) or ad hoc tasks such as tidying room furniture or assisting with signage requirements (appropriate training and briefings will be provided).

This is a diverse and exciting role for someone who passionately portrays team spirit with an interest in the events world. Working at EICC provides the opportunity to work in a 5-star venue which hosts a diverse range of events, attended by delegates from across the globe. Our Conference and Events Team Members are highly regarded by our clients and help to make their experience unique and unforgettable.

### Key Responsibilities:

- Ensure all visitors, guests and clients are warmly received and guided into the EICC
- Direct the flow of delegates around the building, and controlling people traffic during busy periods – particularly on escalators
- Ensure the safety and comfort of all our guests and visitors
- Possess strong knowledge of the building and its areas and the necessary information pertaining to the events as well as Edinburgh as a tourist destination.
- Deliver high levels of customer service and care at all times

- Be a great communicator with a proactive approach of our surroundings and environment – especially when concerned with security threats, reporting all suspicious persons, objects or activity to a member of the security team
- Have a full understanding of the EICC emergency and evacuation procedures – you will be acting as a marshal in the event of an emergency and are key in getting our guests out safely and quickly.
- Provide assistance to the client team as required
- Take direction from the Duty Managers and Front of House Supervisors
- Administer First Aid/act as a First Responder (when trained to do so)
- Act as an ambassador for the EICC - honesty and integrity are fundamental in managing any complaints or queries raised by our delegates

**Personal Attributes:**

The employee will ideally possess the following personal attributes;

- Excellent customer service skills
- Clear and confident communicator
- Proactive and self-motivated
- Excellent interpersonal skills
- Willingness to help
- Well presented, with excellent time management skills
- Good local and tourist knowledge (inc. hotels, restaurants, tours and attractions)
- First aid trained (not essential)

**Acknowledgement:**

This Job Description may be subject to periodic review, and Team Members will be expected to take on such variations as are consistent with the level of responsibility and function of the role.