Stewards are the face of our venues, offering customer service to all our visitors. This role is predominately based at Arena Birmingham (B1 2AA) and Resorts World Arena (B40 1NT), where you will be supporting with shows, concerts and exhibitions.

Free parking is available at these venues with the added opportunity to also work at other exciting venues within our division.

The NEC Group Contract comprises of 5 venues within Birmingham, NEC, The Vox, Resorts World Arena, Utilita Arena Birmingham & The ICC. OCS provide soft services to all venues, including security, stewarding, cleaning, waste, estates, and front of house.

**Please note**, you must be 18+ to apply. All Successful Applicants will be required to provide a Basic DBS Check within 28 Days of your payroll number being granted.

**Working Times :** The majority of shifts are 17:00-23:00 with occasional day work available.

**Interview Date** – April 4th 2023. 17:00 – 21:00 Resort World Arena. (You Must submit an Application before attending)

**Main Duties:**

* Checking of tickets
* Assisting and seating customers
* Managing crowd safety & queue management
* Monitoring visitors for signs of distress, conflict, or those in need of medical assistance
* Responsible for the health, safety and comfort of customers during their stay
* Provide direction and guidance and fellow employees, as required in an emergency to a place of safety to ensure a safe egress.
* Actively be vigilant for members of public/ audience who may be acting suspiciously and to challenge and escalate accordingly.

**To be successful in the role, you will need:**

* Ability to work in a fast-paced environment
* To be customer focused
* Experience in security and stewarding is desirable
* Experience in events is desirable
* Adaptable to change
* Calm, focused and positive in high pressured situations

**What will you get in return?**

* A pension scheme- to save for the future - eligibility rules apply
* Access to high street discounts
* Access to low interest loans
* Recognition scheme ‘OCS Stars’- monetary rewards given to top performers
* Training and Development- apprenticeships, e-learning, English as a Second Language and our award nominated ‘Impact’ Programme
* Long Service Awards
* Cycle to work scheme- discounted bicycles
* Access to our Employee Assistance Programme- 24-7 Wellbeing Support

**Why join OCS Group Ltd?**

OCS prides itself as a company with strong family values and we are passionate about hiring people who demonstrate the same.

We take CARE of you; We act SAFELY and responsibly; We are TRUSTWORTHY; We work as EXPERTS. If you share these Values, we want you to be part of our team.

OCS have a well-respected brand and our colleagues are empowered to be the best version of themselves.  We offer job stability and are committed to developing our colleagues by offering more than just a job.  We are a financially stable business who continues to be privately owned since its inception in 1900.

We reward those who demonstrate our values and since the launch of our OCS Star recognition scheme we have rewarded nearly 1,500 colleagues with monetary vouchers, certificates, and public recognition within the business.

We invest and support the growth of our people and are currently sponsoring over 310 colleagues who are enrolled in a variety of apprenticeship programmes, ranging from Level 3 qualifications in customer service to degree programmes in Leadership. If you want to develop you career, OCS is a great choice.

OCS offers the family feel of smaller organisations although large enough to offer so many opportunities.  We recognise your efforts and contribution and show our appreciation through a variety of reward schemes which in turn results in our colleagues staying with OCS.  Our business is the family you can choose, and our people stay for the friendships, opportunities, and career fulfilment we offer.