

Carnival UK Job Description

Stage Crew

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Production Manager	Department: Production
Leadership Responsibility: None	Location: Fleet based across CUK vessels
Titles of Direct Reports: None	Budget Responsibility: Aware of department budgets and understands how to minimise costs
Size of Department: Up to 30	Revenue Responsibility: £0

Standard Role Summary:

Responsible for the day to day set-up and operation of the ship's technical entertainment equipment, crewing production shows and events as scheduled, and maintaining equipment.

Primary Responsibility of the Role:

Provide support to the Production team as directed, operating and maintaining the technical entertainment equipment and reporting any faults to the Production Manager. Set up, move and store equipment for all events such as shows, deck activities and talks. Build and operate scenery and ensure the safe and efficient movement of scene changes during performances.

Load and off load entertainment items to the ship as required. Receive, verify and unpack all stores deliveries in a secure and timely manner. Assist with band set up on stage, ensuring correct equipment is provided and batteries are changed as necessary. Carry out painting and repair work to production sets and keep all areas clean including sweeping and mopping of the stage area, and carry out maintenance duties in line with the Production Manager's schedule.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Experience of working with both sound and lighting systems is desirable Experience of working in large venues on a variety of entertainment programmes i.e. concert, theatre and individual acts is desirable Sound knowledge of Health & Safety within Production Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department. Follow safety rules and procedures Use work equipment, personal protective equipment, substances, and safety devices correctly

	Take part in safety training & risk assessments and suggest ways of reducing risks Carry out duties in a safe manner in accordance with corporate policies and procedures
Public Health	Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate
Environment	Understand own environmental responsibilities and act accordingly Apply practical measures to reduce water and electricity consumption Apply waste segregation diligently both in work area and when off duty Follow the correct method of disposal of surplus or spent chemicals used Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine
Emergency Duties	Understand the emergency duties and routines onboard ship Take an active part in the ship's team response to an incident Ensure familiar with ship's emergency alarms and routines Ensure familiar in the use of all fire fighting appliances located within area of responsibility Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts Participate fully in all relevant drills and training Know how to raise the alarm when necessary Able to identify escape routes and emergency exits Understand the function and operation of fire screen / splash tight and watertight doors As a member of the passenger muster station ensure the safe muster and control of passengers during an incident Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Understand the security levels as defined by ISPS and own responsibilities Follow the correct security procedures when embarking and disembarking from the ship Report suspicious activities, packages and / or security incidents following the correct procedure

Technical

Knowledge/Skill	Summary of Responsibilities
Production	Set-up and operate the technical entertainment equipment Paint, repair and move set scenery Provide technical support to productions, acts and events Assist with the staging aspects of a performance Attend rehearsals and band calls and carry out set changes and equipment maintenance as required
Quality Standards	Follow the correct quality standards relating to Production services ensuring all work is carried out safely, efficiently and in accordance with all current safety and company regulations
Tech Safety	Safely use the tools required to carry out the role Ensure PPE is complete and in a suitable condition for work at all times

Customer Service	Respond calmly and quickly to requests from passengers or crew members Deliver customer service within the acceptable time-scales and quality required, ensuring passenger satisfaction Immediately respond to complaints and customer service issues, or report them to line manager, to ensure speedy resolution Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship
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CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Self-Awareness	When undertaking role thinks about how they communicate and behave and is a role model for others
Thinking Ahead	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the department and plans ahead
Being Part of a Team	Works collaboratively with others to ensure the provision of an efficient and effective service
Open and Honest Communication	Communicates effectively with passengers, crew and officers ensuring a positive working environment
Customer Centred	Understands how their role can impact the passenger experience and works with the wider Production team to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Shows a genuine enthusiasm and passion for working within a Production environment
	Passionate about delivering a great service to customers and looks to continually improve
	Adaptable and flexible in the face of change or unanticipated events
	Focused on the detail in their approach to work
	Communicates clearly and effectively, keeping others informed of progress and highlighting any issues
	Enthusiastic about learning from their own and others' experiences
	Works well with a wide variety of people, regardless of status, background or gender
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	High levels of stamina and resilience due to working hours and production demands
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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