

Cunard Job Description

Band Leader

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 details for the knowledge, skills & 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.

Shipboard Reporting To: Musical Director/Ents Manager Shoreside Reporting To: Head of Music	Department: Entertainment
Leadership Responsibility: Supervision of Band Musicians	Location: Fleet based across all Cunard vessels
Titles of Direct Reports: None	Budget Responsibility: Effectively use equipment to minimise costs
Size of Department: Up to 30	Revenue Responsibility: Awareness of how the Entertainment department can impact revenue generation

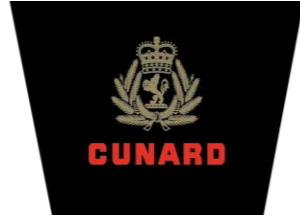
Standard Role Summary

Provide professional musical performance as required to enhance the passenger experience. Monitor performance, behaviour and represent the best interests of the band whilst onboard to ensure the highest quality performances are delivered at all times.

Primary Responsibilities of the Role

Lead and direct the House Musicians within his/her Band (Orchestra) to provide professional musical performances as per the requirements of the Entertainment Programme. As part of the orchestra, perform before live audiences, reading sheet music provided and play own musical instrument to a high standard, always ensuring that the high musical standards of the band (orchestra) are met.

Schedule & run rehearsals as required. Supervise band musicians ensuring they are well organised, prepared and on time for all performances and onboard duties. Communicate



effectively in giving feedback to Entertainment Manager/Musical Director & band members. Keep track of Band (Orchestra) working hours, informing the Musical Director of any absences in a timely manner.

Ensure shore-side music policy (incl stage plans & performance specifications) is adhered to. Feedback to the Musical Director/Head of Music (shoreside) on Guest reaction and quality of the product. Liaise with Production staff re volume, provided backing tracks and the agreed shore-side policy for Intermission breaks.

Work closely with the Entertainment Manager/Musical Director in producing the daily/cruise musical plan and deal with any musical matters that arise.

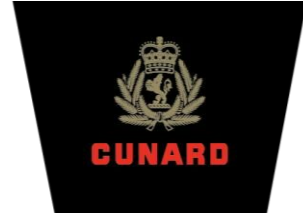
Ensure all equipment used by Musicians is well maintained, and in safe working condition, reporting any breakages & repairs to the Musical Director/Production Manager as required.

Key Responsibilities & Duties

	Summary of Requirements
Experience/ Qualifications Certificates	Musical Performance degree or equivalent or relevant industry experience is desirable Minimum Grade 8 Royal College of Music certification or equivalent or relevant industry experience Proficient sight reader of music Proven experience of playing / performing in a live theatre environment or to a live audience, preferably on a variety of shows Previous experience of managing an ensemble of musicians to a professional standard. Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety & Security)

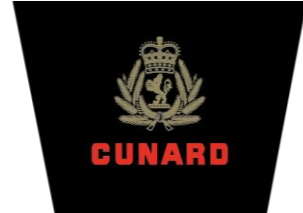
Knowledge / Skill	Summary of Responsibilities
Health & Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to line manager Follow safety rules and procedures Ensure all work equipment, personal protective equipment, substances, and safety devices are made available and used 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 (Shipboard Incident Response Organisation SIRO)	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	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)

Technical

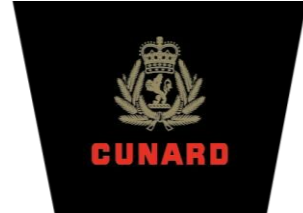
Knowledge / Skill	Summary of Responsibilities
Working with an audience	Perform live within various shows as part of the house orchestra 'Read' the audience, understand what is working (and what isn't) and adapt accordingly
Musician Skills	Coordinate musicians to ensure a high quality musical performance is achieved When required and in conjunction with shore side, undertake musical arrangement Arrange and attend rehearsals to ensure own



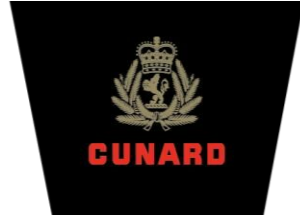
	skills and those of House Musicians are maintained to the required standard
Production	Work effectively with the production team to ensure a complete and seamless production Work with guest artistes to ensure performances are well supported
Customer Service	Respond calmly and quickly to requests from passengers Deliver customer service within the agreed time-scales and to the 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
Revenue Generation	Use specialist knowledge to help inform passengers on products and positively influence revenue generation

People / Management

Knowledge / Skill	Summary of Responsibilities
Dealing with challenging people	Deal with challenging situations in a confident and professional manner. Coach, train, and support others in dealing with such situations Effectively resolve Guest complaints and comments relating to the entertainment onboard ship ensuring they receive prompt follow ups and escalate to the Entertainment Director as appropriate. Promote the goal of resolving Guest problems or concerns immediately or before Voyage end.
Advising and Influencing	Provide advice to support relevant situations and decisions. Present information to non-specialists in the most appropriate format to enable decisions to be made Liaise directly with Heads of Department onboard on issues relating to entertainment on the ship Cultivate and foster a positive team spirit to ensure successful implementation of the onboard entertainment product.
Quality Assurance	Observe, review and assess all aspects of the quality of entertainment being provided within the team against the agreed quality standards. Support managers to take action when any element of the service or work being carried out is not up to standard.

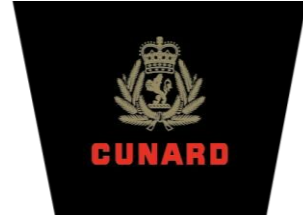


	<p>Ensure the Entertainment team understands the vision and brand strategy and it is translated into onboard priorities and objectives.</p>
<p>Planning and prioritising</p>	<p>Plan and prioritise across the department and teams.</p> <p>Plan and develop a consistent seasonal programme for the ship's entertainment operation.</p> <p>Undertake the effective planning of day and evening entertainment activities to maximise the use of venues and resources.</p> <p>In conjunction with the Entertainment Director and shore side make longer term strategic decisions for the Entertainment Department, taking into account varying schedules and service requirements.</p>
<p>Resource management and delegation</p>	<p>Manage resources across and resolve conflicts between teams</p> <p>Make decisions regarding allocation of resources onboard and support and encourage managers to make effective delegation decisions.</p> <p>Effectively delegate tasks to ensure the continued smooth and efficient operation of the department.</p> <p>Run meetings effectively, including agendas and timing and ensuring views are heard so Ships Company are provided with accurate and up to date information.</p>
<p>Coaching and Mentoring</p>	<p>Provide prompt and effective feedback to ensure that the advice is accepted and understood.</p> <p>Ensure objectives and key performance indicators are effectively communicated to the Entertainment team.</p> <p>Coach and support others to provide performance feedback ensuring it is both positive and constructive.</p> <p>Develop appropriate objectives for the Entertainment team and hold effective developmental discussions in order to improve delivery of the entertainment product.</p> <p>Act as a coach or mentor for team members, wider line management and subject specialist situations.</p> <p>Identify and undertake team training and development.</p>



Cunard White Star Service Values

<p>Refined</p>	<p>Today's guest is looking for an experience that feels sophisticated and of the highest standard. The words 'quality', 'style' and 'attention to detail' are used a lot when people talk about luxury brands. The word Refined sums up all of this. Cunard is a brand that has a sense of style, sophistication, and elegance – with high quality standards and a precise attention to detail across everything we do.</p> <p>We are REFINED. We serve with style and attention to detail.</p>
<p>Thoughtful</p>	<p>Today's luxury consumer wants the experience to be on their own terms. They want to be served as individuals. They want choice, flexibility, to feel cared for and to be understood. We use the word Thoughtful to capture this – Cunard is a brand that understands, cares for and respects the needs of our guests from all over the world.</p> <p>We are THOUGHTFUL. We think and deliver with care and imagination.</p>
<p>Charismatic</p>	<p>People want personality. They love to feel genuine connections with brands and treasure moments that feel unscripted. They have a thirst for new knowledge and a real desire to hear interesting stories. Cunard always has been full of charm, from the marketing advertising to the service we deliver. We are using the word Charismatic to describe how we need to continue to show through our warmth and captivating personality in everything we do.</p> <p>We are CHARASMATIC. We speak and act with charm and confidence.</p>
<p>Proud</p>	<p>Cunard is recognised and respected for our long heritage. Today's guests desire well established distinct brands with an experience relevant for today. Proud perfectly sums up the feelings we all have towards this powerful brand of ours and describes how we will make sure it continues.</p> <p>We are PROUD. We represent Cunard with Passion and Pride.</p>



Personal Specification

	Shows a genuine enthusiasm and passion for working within an entertainment environment
	Demonstrates up to date knowledge of entertainment trends
	Ability to plan and deliver a complex daily entertainment schedule within a structured and controlled environment
	Demonstrates excellent hosting skills and ability to actively engage with guests
	Able to build and lead strong and effective teams
	Motivates others to deliver a great customer service
	Ability to effectively influence others
	Organised, structured and focused on the detail in their approach to work



	Sound knowledge of Health & Safety procedures and experience of working with risk assessments
	Ability to build and maintain credible and long lasting relationships with both internal and external stakeholders
	Extremely confident in formal social situations and comfortable making conversation with Guests
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Decisive and responsive to emerging situations
	Understanding of professional boundaries
	Models high standards of ethics and appropriate behaviour
	Communicates effectively and honestly at all times
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	High levels of stamina and resilience due to working hours and demands of the role
	Loyal to the Cunard brand and compliant with company policies and procedures

Version	Issued By	Date of Issue
V1.2	Dave Desmond	February 2021