



Immersive Education & Entertainment
6 Duke Street, Whitehaven, CA28 7ER

www.levelswhitehaven.co.uk

office@levelswhitehaven.co.uk

Crew Member - Job Description

Post Title: Crew Member Levels

Employed by: Levels

Accountable to: Levels Hub Manager

Job type: Full-Time/Part -Time/Evenings, Saturdays & Sundays

Hours: 20 & 40 hour contracts. Shift hours may vary; **evening and weekend work will be required.**

Location: LEVELS, 6 Duke St, Whitehaven CA28 7ER

Contract: Permanent with probationary period.

Remuneration: National Min Wage

Expected start date: February 2026

Are you passionate about VR gaming and tech? Do you have excellent customer and communication skills? If so, we have the ideal opportunity for you!

We are seeking an individual who is enthusiastic, energetic and is ready to offer the best in VR and free roam experiences, esports and educational development. As a crew member at Levels, you will be the heart of our venue creating amazing experiences for our guests ensuring they have an unforgettable time.

Skills and qualifications which would be an advantage during application:

- Customer service experience preferred (hospitality, leisure, gaming, or entertainment).
- Familiarity with VR hardware and software, as well as basic IT knowledge.
- Strong communication and interpersonal skills, both written and verbal.
- Problem -solving ability to identify and resolve issues quickly and effectively.
- Friendly and outgoing personality.

Applicants must be over the age of 18.

DBS checks will be required.

Please see below for more information about the job role and how to apply.

To apply for this position please Email office@levelswhitehaven.co.uk or visit our website

www.levelswhitehaven.co.uk for an application form.



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Information about job role for website links

About the Role:

Rooted in customer service and experience, the fundamental role is to assist attendees and facilitate their visit to Levels. Including inductions to VR technology, the content of the experience (being informed and enthusiastic), and a safety briefing upon arrival. You will be responsible for operating the experiences, guiding guests through their Levels journey, and keeping the venue organised, clean and setting up the equipment for an optimal experience. Outreach sessions will be organised at offsite locations.

You will need to possess a friendly and outgoing manner and can work as part of a team. Basic IT knowledge is an advantage; however, training will be provided.

All team members must be reliable, punctual and well presented with the ability to prioritise tasks. Team chemistry is a big factor in the success of the team. All of our team, no matter the role, must deliver high end customer service and possess a strong sense of pride and responsibility for the venue.

Preferred experience for this role includes:

- The ability to engage and excite people.
- Technology and social media proficiency.
- Flexibility and the ability to multitask in a dynamic and fast -paced environment.
- A passion for VR gaming, immersive education and a good understanding of virtual reality technology.

Language: English (required).

Work authorisation: United Kingdom (required).

Additional Information:

- There will be a probationary period, extendable at Levels discretion.
- Consent to an appropriate DBS.

What's in it for you?

- Innovative, fun and an exciting working environment
- Staff discount at Levels VR Arcade



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The main duties and responsibilities of a Crew Member are:

- Welcoming guests and assisting them throughout their journey from arrival to departure
- Café – general day to day operations, serving customers. Adhering to cleaning schedule.
- Maintaining and cleaning VR equipment after each use
- To assist in the day-to-day operations of the facilities and esports/VR arcade/ educational learning suite.
- To ensure that all health and safety procedures for the building are adhered to
- Operating the VR experiences and providing exceptional support and guidance to guests, ensuring they have

an enjoyable VR experience and a memorable time throughout their visit.

- Set up and calibrate VR equipment, ensuring everything is in perfect working order for the next group of

players.

- Maintain cleanliness and organization in the VR venue to create a pleasant and inviting atmosphere.
- Manage bookings and ensure a smooth check -in process for customers.
- Collaborate with the team to create new and exciting VR experiences for our guests.
- Conducting safety briefings and monitoring game sessions.
- Conducting debriefs, celebrating player achievements.
- Daily sanitation of the headsets after each use in line with enhanced cleaning protocols
- Assisting Headset users with orientation in the space if needed and as directed by the Duty Manager

The above is not an exhaustive list and in addition to the above duties, you may be required to perform other duties as the needs of our business change. We reserve the right to amend the above duties as deemed necessary for the needs of the business.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and clients or customers is consistent with the company's equal opportunities policy.

A customer focused attitude is essential and the enthusiasm to inspire this within the wider team.



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The safe operation of the site is paramount and we're looking for managers who appreciate this and who can understand, adhere to, and maintain high standards of policy, procedure and practice.

If the role strikes your interest apply now!

Our dedicated recruitment team will review every application and get in touch to arrange a chat with suitable candidates.

Candidates must have the right to work in the UK and be able to provide the necessary evidence.

If we don't feel like you are the right match for now, we will make sure to let you know, however, detailed feedback won't be provided at this stage.

We look forward to hearing from you!