

Job Outline

Job Title:

Customer Experience Assistant

Basis:

Part Time - 18 hours

Salary:

Grade 9

Base:

Maesteg Tow Hall

Accountable to:

General Manager

Theatres Manager

Accountable for:

N/A

Your Role:

This is an exciting opportunity to work front of house in a lively cultural venue providing customers with first-rate service throughout their visit,

Maintaining the highest standards of customer care you will undertake a variety of duties to ensure customers' enjoyment and safety. This will include working the bars/café/Kiosk; event stewarding; ticket/merchandise selling; event set-up; and generally assisting customers throughout their visit.

In this role, you will:

- Demonstrate the highest standards of welcome and care when assisting customers throughout the venue with all service and sales needs.
- Support all fixed and pop-up service points selling tickets, food & beverage items, merchandise, ice-cream and confectionary as required. Driving sales while ensuring accurate end-of-shift stock records are processed and all service areas are fully restocked including the moving of stock.
- Be responsible for taking payments accurately and being vigilant for fraudulent cash/credit cards etc. Supporting Theatre Management with all cashing up procedures and record keeping.
- Ensure all processes for ticketing sales are completed accurately and efficiently
- Engage with and participate in sales initiatives. Ensuring a good knowledge of available beverages, products, future events and services.
- Be pro-active and ensure a clean, hygienic, and high standard of work environment and be presentable, well-organised and have good timekeeping.
- Support the set up for events, including moving equipment, as well as reset and clearance as required.
- Ensure our Access policy is promoted and celebrated venue wide and provide an exemplary service to our Access patrons.
- Be confident, collaborative with a can-do attitude, always striving for continuous improvement, and working in the best interests of the team and venue, at all times.
- Create a positive working environment, underpinned by the organisation's values.
- Support Fire and Emergency Evacuation Procedures ensuring that standard precautions are taken to protect against fire and safety hazards.

awen

General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Comply with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Uphold and integrate our purpose and values in all that you do.
- Contribute to our environmental sustainability goals.
- Drive change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

awen

Person Specification



The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Leads by example is well presented, professional and has a can-do attitude (E)
- Friendly, and approachable, enjoys working as part of a team and sharing best practice (E)
- A proven ability to deliver exceptional customer experience in a busy customer services environment. (E)
- Commitment to personal development
- Welcomes and embraces change with a positive attitude (E)
- Adaptable and flexible to meet demands (E)
- Enjoys creating a personal rapport with customers. (E)
- Willingness to work flexible shift patterns (E)
- Interest and enthusiasm for Live Music, Theatre and the Arts (E)

awen

Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**):

- Good verbal and written communication skills **(E)**
- Excellent organisational Skills **(E)**
- The ability to think on your feet and make effective decisions whilst working in a busy environment **(E)**
- Excellent communication skills including active listening **(E)**
- Ability to work unsupervised in a busy environment demonstrating a confident and self-motivated attitude **(E)**
- Experience of cash handling, credit card transactions and tills. **(E)**
- Experience of working in bars and retail, preferably in an arts/Live Music environment. **(E)**
- Basic Food Hygiene Qualification.
- Ability to lift and carry equipment and stock.
- NVQ in Customer Service or be able to demonstrate similar through experience
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Ability to speak Welsh
- Knowledge of safe working and food hygiene practices
- Contributes ideas and solutions and able to apply them in order to improve.
- Ability to remain alert in pressured situations

awen