



Shetland *arts*

Job Profile

Role	Crowd Safety Assistant
Department	
Competency Level	Officer/Supervisor
Rate	£19.47 (per hour)
Reports to	
Responsible for	NA
Key Relationships	Customers Head of Customer Services Operations Manager Customer Services Supervisors Production Team

Principle Aim

To ensure the efficient, effective and successful delivery of crowd management with a focus at all times on customer service and safety. To respond quickly and calmly to a variety of situations and support the supervisors at all times. To be part of the team that establishes an excellent reputation of service, quality and experience in Mareel or if requested any external, Shetland Arts event.



What you will do:

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To be proactive in recognising and diffusing any potential situations early to ensure they do not escalate unnecessarily
2	To at all times deliver a high standard of customer service.
3	To act in a professional and welcoming manner
4	To be punctual, knowledgeable and smart in appearance
5	To take part in relevant training, in particular keeping abreast of SIA badge holder requirements, training and updates, and to use that knowledge to train and inform fellow staff members and volunteers.
6	To undertake such other responsibilities as shall be assigned from time to time by the Head of Customer Services, Senior Managers or Chief Executive.



Competencies (Under Review)	
Leadership & Management	<ul style="list-style-type: none">• You set clear expectations for your team and/or colleagues• You delegate tasks appropriately• You give constructive praise and feedback on performance and conduct
Communication	<ul style="list-style-type: none">• You ask questions of your team and/or colleagues to ensure understanding• You provide information accurately and in plenty of time to support delivery• You actively seek input from colleagues and/or team to improve delivery
Customer Focus	<ul style="list-style-type: none">• You use customer and/or client feedback to inform and influence organisational improvement• You look ahead and anticipate the needs of your customers and/or clients• In the moment you can balance the need of your customers and/or clients with needs of Shetland Arts



Planning & Organising	<ul style="list-style-type: none">• You look ahead over the short term and make appropriate plans for yourself and others to achieve goals•
Creativity	<ul style="list-style-type: none">• Understands the decision-making process• Adapts existing approaches to address new problems or situations• Makes realistic decisions regarding the best solution to pursue• Demonstrates a personal ability to apply creativity in problem solving• Discusses different aspects of problems to bring more structure in complex situations
Customer Focus	<ul style="list-style-type: none">• Develops customer relationships through anticipating needs and seeking feedback• Monitors targets and deadlines in line with quality standards and takes appropriate action• Develops an understanding of the underlying needs of customers to provide the best service• Responds to the needs and feelings expressed by customers whilst considering the needs of the organisation• Uses customer feedback to solve problems
Planning & Organising	<ul style="list-style-type: none">• You look ahead over the short term and make appropriate plans for yourself and others to achieve goals• You adapt and modify plans as required by the situation• You consult broadly to ensure you have the best plan
Team Working	<ul style="list-style-type: none">• You understand the impact of your decisions on your team and/or colleagues and communicate them effectively• You advocate for your team and/or colleagues to ensure they have what they need• You encourage your team and/or colleagues to work collaboratively
Organisational Awareness	<ul style="list-style-type: none">• You understand your own role contributes to the wider organisation• You look for and action cost savings in your area of work• You make decisions based on relevant information and facts



Person Specification

	Essential	Desirable
Personal features and qualities	<p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable & responsive</p> <p>Self motivated and able to work on own initiative</p> <p>Willing to work flexible and or unsociable hours, as and when required</p> <p>Passion for high levels of Customer care</p>	
Relevant experience	<p>An established and proven track record managing crowd safety and/or customer service in a busy environment</p> <p>Demonstrable expertise in customer care</p>	<p>Familiar with working as part of a large team</p> <p>Experience of Health and Safety practices</p>
Education	SIA badge holder	First Aid trained
Skills, abilities and knowledge	<p>Ability to prevent potential heightened situations from escalating</p> <p>Ability to prioritise</p> <p>An ability to work under pressure</p> <p>Good spoken communication skills</p>	
Other	<p>Access to own transport to enable travel outside of normal working hours</p> <p>A demonstrable awareness of equal opportunities and access issues</p>	