



# Shetland *arts*

## Job Profile

<b>Role</b>	<b>Customer Service Assistant with Development Programme</b>
<b>Department</b>	Customer Experience
<b>Competency Level</b>	Front Line Staff
<b>Rate</b>	£23,088 FTE
<b>Reports to</b>	Operations Manager and Supervisors
<b>Responsible for</b>	NA
<b>Key Relationships</b>	Customers Customer Experience Lead Operations Manager Customer Services Supervisors Programme Managers Production Team Marketing Manager Programme Managers

### Principle Aim

To work under the supervision of the Operations Manager and Supervisors to deliver a professional and a consistently high standard of customer care and safety by providing an excellent and friendly reception service, box office, retail service, café and bar service and event stewarding.

### Development Programme

As well as your work within the Customer Experience Team during your two years in role you will also get experience in all other departments within the Shetland Arts. In each placement you will learn what each department does whilst expanding your skills. There will also be training opportunities in each placement.



**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	Work flexibly across Box Office, FOH, Retail and Café bar providing excellent customer service to all Shetland Arts Development Agency's internal and external customers
2	Provide support to the supervisor on duty in maintaining the cleanliness of the café bar area, front of house and cinema.
3	Provide support to the supervisor on duty in maintaining the required food hygiene standards.
4	Ensure event venues are fully prepared on time and be available to deal with problems and implement contingencies required to manage unexpected incidents or events as directed by the Customer Service Supervisor.
5	Accurately dealing with cash and card transactions.
6	Sell tickets in line with policies, including the on-line ticketing facility
7	Undertaking tasks as requested by the Supervisor on shift.
8	To undertake such other responsibilities as shall be reasonably assigned from time to time by the Operations Manager, Senior Managers and/or the Chief Executive.



<b>Competencies</b>	
Leadership & Management	<ul style="list-style-type: none"><li>• You deliver and demonstrate our values.</li><li>• You support Equality, Diversity and Inclusivity through your actions.</li></ul>
Communication	<ul style="list-style-type: none"><li>• You communicate clearly</li><li>• You listen attentively and seek clarification if you need it</li></ul>
Customer Focus	<ul style="list-style-type: none"><li>• You deliver exceptional customer care.</li><li>• You are calm and patient at all times.</li><li>• You find solutions.</li></ul>
Planning & Organising	<ul style="list-style-type: none"><li>• You take responsibility for your workload and tasks.</li><li>• You communicate with your supervisor/manager as required.</li></ul>
Team Working	<ul style="list-style-type: none"><li>• You are a positive, supportive colleague.</li><li>• You get involved and seek out or ask for work.</li><li>• You contribute to the improvement of Shetland Arts through consultations, team meetings and surveys.</li></ul>
Organisational Awareness	<ul style="list-style-type: none"><li>• You understand your role in your team.</li><li>• You minimise waste.</li><li>• You understand how your actions impact customers and colleagues.</li></ul>
Leadership & Management	<ul style="list-style-type: none"><li>• You deliver and demonstrate our values.</li><li>• You support Equality, Diversity and Inclusivity through your actions.</li></ul>



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
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 and responsive</p> <p>Self-motivated and able to work on own initiative</p> <p>Willingness to work flexible or unsociable hours as and when required</p> <p>Passion for high levels of Customer care</p>	<p>Passion and interest in food</p> <p>Passion and interest in the arts</p>
Relevant experience		<p>Dealing with the public and customer services practices</p> <p>Cash handling</p> <p>Bars and/or catering experience</p> <p>Food preparation</p> <p>Working at entertainment events</p> <p>Experience of using computerised Box Office systems, but full training will be given.</p> <p>Retail experience</p>
Education	<p>Educated to O'Grade, Standard Grades, or GCSE level or equivalent in English and arithmetic)</p>	



	<p>Food Hygiene qualification Or commitment to achieve within six months from appointment</p> <p>Serve Wise qualification Or commitment to achieve within one week from appointment</p> <p>Willing to undertake further training as required</p>	
Skills, abilities and knowledge	<p>Good spoken communication skills</p> <p>Ability to prioritise work load</p> <p>Operating e-mail systems</p>	<p>Ability to operate basic kitchen equipment</p> <p>Knowledge of diversity and disability practices</p>
Other		<p>Knowledge of Health and Safety practices</p> <p>Current driving Licence or use of own vehicle or access to personal transport</p>