



Shetland *arts*

JOB PROFILE

Role	Customer Service Assistant
Competency Level	Front Line Staff
Job Ref	2023-035
Rate	£20,009.60 (Pro rata)
Reports to	Operations Manager and Supervisors
Responsible for	NA
Key relationships	Customers Operations Manager Head of Customer Services; Customer Services Supervisors Programme Managers; Marketing Manager

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.

What you will do:	
The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities 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.

Competencies

How you will do it:	
Attention to detail	<ul style="list-style-type: none"> • Checks work to ensure accuracy and completeness • Meets acceptable standards • Performs tasks with care; is thorough • Makes few if any errors • Takes care that all information is accurately recorded • Keeps records up-to-date and accurate • Keeps on top of workload • Corrects errors in own and others' work • Adopts a professional approach • Consistently completes work within timeframes given
Commercial and Business Awareness	<ul style="list-style-type: none"> • Demonstrates an understanding of parameters of own role • Considers cost and performance implications of own actions • Does not tolerate obvious waste and inefficiencies – takes action • Uses resources in an efficient way
Team Working	<ul style="list-style-type: none"> • Demonstrates that people are valued and respected • Works cooperatively with others, inside and outside of the organisation • Works to the achievement of the common good • Supports other colleagues; helps teammates who need or ask for support or assistance • Goes the extra mile to help • Is approachable • Challenges attitudes and behaviors which are abusive, aggressive or discriminatory
Communication	<ul style="list-style-type: none"> • Communication is clear and concise and appropriate to the audience • Recognises colleagues' and stakeholders' information needs • Avoids the use of inappropriate jargon and slang • Actively listens
Creativity	<ul style="list-style-type: none"> • Confidence to identify the underlying causes of problems and the full range of potential solutions and make recommendations • Ability to separate high priority issues from side-issues • Ability to weigh up the advantages and disadvantages of alternative solutions • Has an open mind towards new ideas and new ways of problem solving

Customer Focus	<ul style="list-style-type: none"> • Meets customer or stakeholder service standards • Deals promptly with all customer or stakeholder enquiries and requests • Takes care when communicating to the customer or stakeholder, checking information is understood and they have what they require • Remains calm and patient in the face of difficult situations • Proposes solutions to immediate customer or stakeholder problems
Planning and Organising	<ul style="list-style-type: none"> • Plans own workload taking into account peaks and troughs • Makes sensible decisions about what is important in line with priorities
Developing Others	<ul style="list-style-type: none"> • Checks progress and coaches colleagues through an activity • Understands the need for and deals with personal training and development requirements • Gives practical support or assistance to enable individuals to get the job done • Makes use of readily available training resources • Regularly reviews own objectives, personal/job improvement plans and career development plans
Leadership	<ul style="list-style-type: none"> • Behaves appropriately; is loyal, open and honest as a representative of the organisation with stakeholders, the community and the public • Sets high standards of behaviour for themselves and others and acts consistently within these • Has personal integrity and credibility – delivers what is agreed • Behaves in line with the organisation's values • Accepts responsibility for own work • Maintains confidentiality of sensitive information
Judgement and Decision Making	<ul style="list-style-type: none"> • Makes non-controversial decisions • Makes decisions at appropriate times and stands by them • Uses judgement, experience, and relevant information to help come to a decision • Demonstrates an unbiased and rational approach, without prejudice • Learns from the consequences of decisions

Person specification: Customer Service Events Assistant

	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 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</p>	<p>Standard Grade maths or equivalent</p>

	<p>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>