



# Shetland *arts*

## JOB PROFILE

<b>Role</b>	<b>Customer Services Supervisor</b>
<b>Competency Level</b>	Supervisor
<b>Job Ref</b>	
<b>Rate</b>	£22,772.00 - £27,326.00
<b>Reports to</b>	Head of Customer Services
<b>Responsible for</b>	Supervises staff on shift
<b>Key relationships</b>	Customers Operations Manager Customer Service Supervisors Sales and Marketing Manager Production Team Crowd Safety Team Programmer Chief Executive Senior Management Team

### Principle Aim

To supervise a team of staff in order to deliver a professional, customer focused, efficient and profitable Box Office, Front of House, Café Bar, Retail and Foyer service that meet the requirements of SADA's internal and external customers.

To assist the Head of Customer Services and work as part of a team that establishes an excellent reputation of service, quality and experience in all Shetland Arts Venues (Bonhoga, The Garrison and Mareel) including any temporary venues.

To work as an event manager for designated events when required.

### 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.

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| 1 | You will be responsible for providing the level and standard of service that is set out by the Head of Customer Services at all times and to ensure that all staff members are working to the expected standard. |
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2	You will oversee team members and lead by example. You will direct members of staff so that all duties are undertaken and achieved within the time given. You will motivate all staff members to continually strive to achieve high standards so that the Customers expectation is met.
3	To ensure that all activities meet the requirements of Health and Safety Legislation, Licensing, GDPR and Food Hygiene Legislation.
4	To accurately cash up all tills and sales points in line with SADA procedures.
5	To ensure cleanliness of all areas including café bar, cinemas, gallery spaces, back stage, dressing rooms and student areas as required and resolving immediately where sub-standard cleaning has been identified.
6	To undertake stock purchases when required and ensure stock control procedures are followed.
7	Contributing to the overall offer of Shetland Arts and help enhance profitability.
8	To be responsible for the safe evacuation of the public from events and venues when required as per the relevant policy.
9	To be a constant and visible presence within your assigned area, walking the floor, liaising with customers and staff and continually checking and monitoring the health, safety and well being of staff and customers.
10	To become proficient in all SADA IT systems to support the smooth running of the facilities, events and activities.
11	Support the Head of Customer Services with preparing events for sale in line with procedures and policies and to manage back office Box Office functions when required.
12	Support the Marketing Department to ensure all our venues and events are promoted well. Make sure all marketing materials are up to date.
13	To ensure that all maintenance and repair requirements are noted, reported and actioned in an appropriate manner;
14	Assist the Head of Production with Fire Alarm Testing, Fire Drills and Fire Evacuation training at all Shetland Arts Venues.
15	Support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development;
16	To undertake such other responsibilities as shall be assigned from time to time by the Chief Executive and Senior Management Team.

## Competencies

How you will do it:	
<b>Attention to Detail</b>	<ul style="list-style-type: none"> <li>• Compares observations or finished work to what is expected to find inconsistencies</li> <li>• Questions items of data that don't look right</li> <li>• Works hard at getting it 'right first time, every time'</li> <li>• Does not take everything for granted; probes into detail</li> <li>• Sets an example to others so that their work improves</li> <li>• Remains aware and takes care of details that are easy to overlook or dismiss as insignificant</li> </ul>
<b>Commercial and Business Awareness</b>	<ul style="list-style-type: none"> <li>• Understands parameters of own role and relationship to other departments</li> <li>• Displays an understanding of competitor organisations</li> <li>• Controls obvious costs in own area</li> <li>• Looks for cost savings in relation to own work</li> <li>• Uses a system to monitor and control costs and resources</li> <li>• Does basic cost / benefit analysis</li> <li>• Considers cost implications of any proposed change</li> </ul>
<b>Team Working</b>	<ul style="list-style-type: none"> <li>• Supportive of the needs of others</li> <li>• Considers how own operational decisions can impact others</li> <li>• Provides input to help others to achieve their goals and solve their problems</li> <li>• Knows who the internal and external stakeholders are</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates face-to-face where possible</li> <li>• Asks questions of their team to confirm and develop understanding</li> <li>• Gives timely information to people who need it</li> <li>• Seeks views of others where appropriate</li> <li>• Uses information to support their point of view</li> <li>• Able to simplify and rephrase poor communication</li> <li>• Uses different communication media appropriately</li> </ul>
<b>Creativity</b>	<ul style="list-style-type: none"> <li>• Understands the decision-making process</li> <li>• Adapts existing approaches to address new problems or situations</li> <li>• Makes realistic decisions regarding the best solution to pursue</li> <li>• Demonstrates a personal ability to apply creativity in problem solving</li> <li>• Discusses different aspects of problems to bring more structure in complex situations</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Develops customer relationships through anticipating needs and seeking feedback</li> <li>• Monitors targets and deadlines in line with quality standards and takes appropriate action</li> <li>• Develops an understanding of the underlying needs of customers to provide the best service</li> <li>• Responds to the needs and feelings expressed by customers whilst considering the needs of the organisation</li> <li>• Uses customer feedback to solve problems</li> </ul>
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>• Builds flexible plans</li> <li>• Draws up a course of action for self and others to accomplish goals</li> <li>• Adapts/modifies plans as situations demand</li> </ul>

	<ul style="list-style-type: none"> <li>• Looks ahead and plans accordingly</li> <li>• Plans different courses of action before acting</li> <li>• Consults others in the planning process to get the best workable plan</li> <li>• Thoroughly assesses importance of requirements and plans accordingly</li> <li>• Adjusts work assignment schedules for self or others to meet changing work priorities</li> <li>• Identifies and communicates priorities in line with organisation and customer requirements</li> </ul>
<b>Developing Others</b>	<ul style="list-style-type: none"> <li>• Identifies individual development and training requirements and takes appropriate action to ensure they are met</li> <li>• Creates and uses on-the-job opportunities to develop team members</li> <li>• Works with individuals to agree and follow their development plans</li> <li>• Gives regular feedback on performance and conduct leading to a wide range of agreed development actions</li> <li>• Identifies and responds to negative behaviour or conduct and acts in line with organisational policy</li> <li>• Encourages self-development and peer support throughout the team</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Willing to take responsibility for a problem, even if not obviously within own remit</li> <li>• Delegates tasks appropriately</li> <li>• Able to work independently and seek guidance when needed</li> </ul>
<b>Judgement &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Demonstrates confidence, and speed when necessary, in decision making</li> <li>• Uses judgement based on sound reasoning and experience to come to a decision</li> <li>• Makes timely decisions</li> <li>• Finds and uses all relevant available information</li> <li>• Decisions are usually correct, with hindsight</li> <li>• Makes necessary decisions even when information is limited or unclear</li> </ul>

## Person specification: Customer Services Supervisor

	<b>Essential</b>	<b>Desirable</b>
<b>Personal features and qualities</b>	<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>Passion for high levels of Customer care</p> <p>Willingness to work flexible or unsociable hours as and when required</p>	<p>Passion and interest in food</p> <p>Passion for the arts</p>
<b>Relevant experience</b>	<p>Dealing with the public and customer services practices</p> <p>Cash handling</p>	<p>Bars and/or catering experience</p> <p>Food preparation Working at entertainment events</p>
<b>Education</b>	<p>Educated to O'Grade, Standard Grades, or GCSE level or equivalent in English and arithmetic)</p> <p>Level 2 Food Hygiene qualification Or commitment to achieve within six months from appointment</p> <p>Qualification in first aid or willingness to achieve within 6 months of appointment</p> <p>Serve Wise qualification Or commitment to achieve within one week of appointment</p>	<p>Standard Grade maths or equivalent</p>
<b>Skills, abilities and knowledge</b>	<p>Good written and spoken communication skills</p> <p>Ability to prioritise work load</p> <p>Operating e-mail systems.</p> <p>Willingness to embrace new</p>	<p>Food and drink stock control</p> <p>Ability to operate basic kitchen equipment</p> <p>Knowledge of diversity and disability practices</p>

	systems, training opportunities and organisational change	Ability to mediate in conflict situations  Knowledge of Health and Safety practices
<b>Other</b>		Current driving Licence or use of own vehicle or access to personal transport