awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Casual Customer Experience
Events Assistant

Basis:
As and when required

Salary:
£12.71 per hour

Base:
Y Muni

Accountable to:
General Manager

Cinema Programme and
customer Experience 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.

General Duties and Responsibilities:

- To 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.
- To participate in any training and development activities to maintain own development or to enhance competence within job role.
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation
- To actively challenge discrimination and stigma in the workplace.
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures
- *This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to mee the changing needs of the business.*

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)**

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