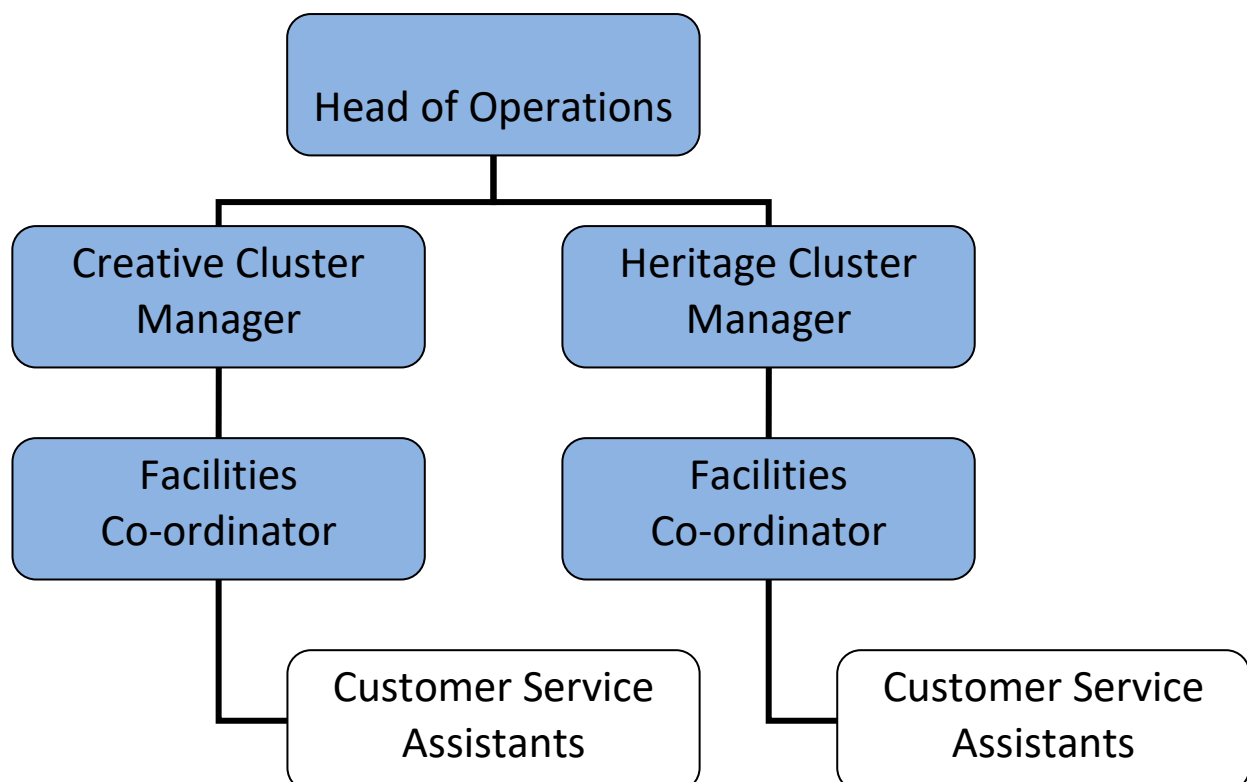


**Job Description****Customer Service Assistant**

|                                                                                   |                                |                            |
|-----------------------------------------------------------------------------------|--------------------------------|----------------------------|
|  | <b>Job Title</b>               | Customer Service Assistant |
|                                                                                   | <b>Department</b>              | Operations                 |
|                                                                                   | <b>Grade</b>                   | L2                         |
|                                                                                   | <b>Reports to</b>              | Facilities Co-ordinator    |
|                                                                                   | <b>Staffing Responsibility</b> | No                         |
|                                                                                   | <b>Organisation</b>            | <i>Attached</i>            |

**JOB PURPOSE:**

Provide a vibrant and high quality customer service by undertaking a wide range of duties. Provide information and support to users and ensure all trust venues are safe, secure and well presented.

**ORGANISATION CHART:**

| <b>PRINCIPAL RESPONSIBILITIES:</b>                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>%</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1                                                                                                                                                                                                                                                                                                                                                                                                                               | Assist customers in a proactive, friendly and positive manner, with a wide range of tasks. Signpost customers as required. Assist with and take room bookings, set up refreshments, set up rooms, carry out retail and programme ticket sales, record visitor information and ensure all Culture Trust venues are kept safe secure and well presented. Assist with preparing buildings for specific events, i.e. exhibitions, meetings, functions, performances etc. including lifting and carrying equipment. | 45       |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                               | Undertake financial procedures including cash handling, operating a till and banking in accordance with the Trust's financial regulations.                                                                                                                                                                                                                                                                                                                                                                     | 20       |
| 3                                                                                                                                                                                                                                                                                                                                                                                                                               | Promote services, programmes and ticketed events and signpost to other services as appropriate.                                                                                                                                                                                                                                                                                                                                                                                                                | 5        |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                               | Undertake clerical procedures. Input, add, and amend data to maintain accurate records, taking into account Data protection legislation.                                                                                                                                                                                                                                                                                                                                                                       | 5        |
| 5                                                                                                                                                                                                                                                                                                                                                                                                                               | Support new staff, casual staff and volunteers during their training and probationary period.                                                                                                                                                                                                                                                                                                                                                                                                                  | 5        |
| 6                                                                                                                                                                                                                                                                                                                                                                                                                               | Open and secure all sites as appropriate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 5        |
| 7                                                                                                                                                                                                                                                                                                                                                                                                                               | Prepare and maintain buildings for visitors on a daily basis. Carry out regular building checks and report any problems relating to the building or equipment, including health and safety issues. Carry out basic cleaning duties where required to ensure areas are kept clean and tidy. Undertake general maintenance duties as instructed, in line with procedural guidelines.                                                                                                                             | 10       |
| 8                                                                                                                                                                                                                                                                                                                                                                                                                               | Assist with catering facilities as required, including clearing tables, serving hot beverages, delivering food and operating the till, taking payments and assisting with cashing up.                                                                                                                                                                                                                                                                                                                          | 5        |
| <p><i>Please note these percentages are approximate and should be used for guidance purposes only. They may vary depending on staffing levels and place of work. This job description is not a definitive list of tasks – it is designed to give an overall view of the job and not to indicate what the sole requirements are for the post. Post holders will be required to perform other related duties as assigned.</i></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |

#### **DIMENSIONS:**

**Supervisory Management:** Directing volunteers

**Financial Resources & Responsibilities:** None

#### **Physical Resources:**

- Appropriate use of Trust ticketing system (Spektrix) under training and supervision of the Marketing Team.
- Appropriate use of Trust retail and till systems (Sum-up) under training and supervision of the Retail Coordinator

#### **Work Ethos:**

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Work flexibly and positively to achieve the business objectives of the Trust.

**Other:**

- Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Able to work evenings and weekends as required as part of a shift pattern.

**Trust Objective:**

***Our vision is to be an award winning cultural Trust providing exemplary public engagement with arts and culture.***

**Context:**

The Culture Trust, Luton is a charity Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is **‘to connect communities through culture’**. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. Pre-Covid we attracted over 285,000 visits per annum. We animate five sites: The Hat Factory Arts Centre, Hat House creative workspace, Hat Works Creative Workspace, Wardown House Museum & Gallery and Stockwood Gardens & Museum. We present multi-cultural and year-round programme of events, exhibitions, workshops and performances. We support creative talent and skills by providing opportunities, platforms and cultural career progression for young people. We care for a collection of over 2 million artefacts, 1.5 million photographs and maps and hold the most extensive and complete hat and headwear collection in the UK. We co-produce activity with our community, Museum Makers volunteers and team of cultural experts

**Trust Responsibilities:**

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

**Trust Standards:**

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

**Working Environment:**

Working across the Trust sites in various public/community buildings as required.

**Equalities:**

The postholder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect The Culture Trust’s commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

## Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

| Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u> |                                                                                                                              |              |                                                 |              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------|--------------|
| Attributes                                                                                                                                          | Essential                                                                                                                    | How Measured | Desirable                                       | How Measured |
| Experience                                                                                                                                          | Some experience in a customer facing role                                                                                    | 1,2          | Some knowledge of Health and Safety regulations | 1,2          |
| Skills/Abilities                                                                                                                                    | Able to deal politely and positively with a wide range of people and answering enquiries                                     | 1,2          |                                                 |              |
|                                                                                                                                                     | Demonstrable communication skills, including good listening and questioning skills                                           | 1,2          |                                                 |              |
|                                                                                                                                                     | Able to read information from printed and online sources                                                                     | 1,2          |                                                 |              |
|                                                                                                                                                     | Able to use tills, handle money and follow financial procedures                                                              | 1,2          |                                                 |              |
|                                                                                                                                                     | Able to carry out basic repair and maintenance and cleaning tasks                                                            | 1, 2         |                                                 |              |
|                                                                                                                                                     | Able to work effectively as part of a team in a busy environment                                                             | 1,2          |                                                 |              |
|                                                                                                                                                     | Able to perform general clerical duties e.g. data input.                                                                     | 1,2          |                                                 |              |
|                                                                                                                                                     | Able to use own initiative to find the most appropriate solutions and at times work unsupervised                             | 1,2          |                                                 |              |
| Equality Issues                                                                                                                                     | Able to recognise and act on discrimination in the working environment                                                       | 1,2          |                                                 |              |
| Education and Training                                                                                                                              | Good ICT skills, with the ability to manage emails, use the internet and have a good working knowledge of Microsoft packages | 1,2          |                                                 |              |

| Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u> |                                                                                                                                                                                               |              |           |              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------|--------------|
| Attributes                                                                                                                                          | Essential                                                                                                                                                                                     | How Measured | Desirable | How Measured |
| <b>Other Requirements</b>                                                                                                                           | Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation                                                          | 1,2          |           |              |
|                                                                                                                                                     | Awareness and understanding of The Culture Trust's charitable status and activities and the ability to explain these to customers to help seek support, including donations where appropriate | 1,2          |           |              |
|                                                                                                                                                     | Able to move items with appropriate aids and stand for long periods of time                                                                                                                   | 1,2          |           |              |
|                                                                                                                                                     | Able to work to agreed rota, to include evenings and weekends.                                                                                                                                | 1,2          |           |              |

**(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)**

**NB:** This job description reflects the requirements of The Culture Trust. The role and duties of the post are subject to change in line with the future development of The Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the postholder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that The Culture Trust's policies are reflected in all aspects of their work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)