

<b>Contract Type:</b>	Part-Time Permanent (8 – 24 hours per week)
<b>Salary:</b>	£12.11 per hour: Pro rata full time: £25,188 per annum
<b>Hours:</b>	Flexible: weekdays, evenings and weekends across 7 days

## About the Role

You are the first point of welcome to The Crescent; in person, online, and on the phone. You enjoy working in a team and are happy to be flexible in your working hours. You are friendly, organised, reliable, and thrive on engaging with people. You have good experience of working in a customer-facing role, can use IT proficiently and are an effective communicator. You are able to deal with a variety of operational tasks and are able to prioritise effectively. You have the ability to organise and oversee the day to day building operation, ensuring that security and health and safety regulations are met.

## Key Tasks and Responsibilities:

### Customer Service

- Welcome and assist our customers, visitors and licensees in the building
- Provide a friendly, professional, polite and efficient response to general enquiries made in person, by phone or via email
- Use Ticketsolve to process bookings for The Crescent's activities (in person and on the phone)
- Act as first point of enquiry for facility bookings at The Crescent
- Take cash, card and gift voucher payments, and process refunds as required
- Ensure that the till is balanced at the end of each shift
- Process ticketing and marketing reports as required
- Address any customers issues or concerns in a meaningful and professional manner

### Operational Duties

- Review the day ahead and manage the set up and take-down of rooms and spaces for The Crescent's events, courses, workshops and hire
- Undertake all the daily housekeeping duties of the building in line with customer usage
- Proactively ensure all operational and maintenance issues are addressed
- Act as a key-holder for the building, opening and closing when required\*
- Act as Event Host as and when required. Liaising between management, event organisers and our customers to ensure smooth and efficient operation, audience management and related health and safety
- Constantly engage and find ways to enhance our customers experience throughout our daily operation
- May be required to support Centre activity off site

### Health & Safety

- Be an ambassador for The Crescent's Health & Safety Policies and Procedures, ensuring that these are implemented and maintained throughout the daily operation\*
- Act as Fire Warden and be able to implement The Crescent's Fire Evacuation Procedures, ensuring safe and effective evacuation of the building occupants\*
- Manage the Building and Maintenance contractors around the building when required\*
- Conduct health and safety walks and resolve any immediate concerns and liaise with the Customer Services Manager to resolve any ongoing issues

*\* Training will be provided*

Other duties as required by the role.

**Environment:** The Crescent is actively committed to reducing environmental impact. All staff are expected to actively engage in, contribute to, and advocate for our environmental policy and procedures

The Crescent has an active commitment to being a sustainable organisation: encourage contribution to Green Working Group

**Access & Inclusion:** The Crescent has a detailed Diversity, Equality and Inclusion Policy pertaining to everything we do. All staff are expected to actively engage in, contribute to and advocate for an arts centre that is genuinely open to everyone.

The Crescent has an active commitment to being an accessible organisation: Access & Inclusion Working Group

Personnel specification

Quality	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Experience in customer services and cash handling</li> <li>- Experience in managing a multi space facility with regards to room requirements, set up and take down.</li> <li>- Experience in dealing with a wide variety of customers and meeting their individual needs</li> <li>- Experience of working to own initiative</li> </ul>	<ul style="list-style-type: none"> <li>- Experience using a booking platform</li> <li>- Experience with Health and Safety in the workplace</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- IT Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>- Skilled in Excel, Word, Booking and Ticketing Systems</li> </ul>
<b>Skills and Behaviours</b>	<ul style="list-style-type: none"> <li>- Strong verbal and written Communications Skills, in English</li> <li>- Ability to be flexible in your working hours</li> <li>- Passionate about people</li> <li>- Enthusiastic and collaborative: prepared to work as part of a team, and engage with customers</li> <li>- Motivated to deliver a high-quality service for our customers</li> <li>- Reliable and punctual</li> <li>- Ability to undertake light manual handling</li> <li>- Ability to manage conflicting priorities</li> <li>- Ability to maintain a calm and effective approach in emergency situations</li> </ul>	