

# JOB DESCRIPTION

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<b>Job Title:</b>	<b>Customer Service Assistant – Selladoor Venues</b>
<b>Responsible to:</b>	Hospitality Manager & Deputy Hospitality Manager
<b>Place of Work:</b>	New Theatre & Key Theatre Peterborough
<b>Hours of Work:</b>	Subject to variation to meet business requirement
<b>Salary:</b>	£9.50 per hour
<b>Contract:</b>	Casual

## About Selladoor Venues:

Selladoor Venues are a group of exceptional regional venues with a shared mission of developing local talent, presenting first class work, producing work of national and international importance – and being a theatre for everyone within their communities. The venue group comprises the Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats) . The group has ambitions of growing and federating more buildings with a similar approach and ethos – and is putting together a team of strong-minded leaders to build a business of excellence in venue management with a firm eye on growth and development.

The business will be transitioning to a charitable company (Landmark Theatres Ltd) and building on its foundations of presenting top quality theatre to its local audiences. The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as the Arts Council England have broadened the companies' ambitions against their Let's Create Strategy – and the business now has a strong need and argument for regular public subsidy.

Selladoor Venues is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people of all walks of life and all class backgrounds. We welcome applications from people who are under-represented in our organisation. These include those who identify as LGBTQIA+, D/Deaf, and disabled, those who are early in their careers or come from groups who experience racial inequality.

We are committed to protecting the privacy and security of your personal information. If you would like to see a copy of our privacy notice please write to Jag Singh, General Manager.

Selladoor Venues is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013).

**About the role**

The role of Customer Service Assistant will be responsible for the delivery of an excellent customer experience. This includes all visitor operations including customer service, ushering, bars and food service and ticket sales/box office.

The successful candidate will work as part of a strong team, delivering exceptional service for all occasions, including pre-show bars and dining, events, conferences and daytime cafés/bistros, as well as ticket sales face-to-face and over the phone. At all times, the role must have a can-do attitude and act as an ambassador for the Company and venues.

Whilst Selladoor may be essentially a theatre company, we believe that Selladoor's hospitality is as important and has the same profile as our theatre operations and must be part of the ethos of Selladoor Venues from day one. Thus, the ideal candidate will be prepared to deliver only the best service at all times and thrive in the diversity of the theatre environment. Everything that happens in our venues are all part of the show, and we strive to ensure our visitors have a wonderful "total customer experience".

**Key Responsibilities****Operations**

- As rota'd, operate a variety of sales points including (but not limited to) bars, restaurants, box office, ice cream sales, merchandise and roaming;
- Operation of till points and the correct use of all associated sales technology;
- Operation of box office systems and phone lines;
- Pro-active contribution to and the participation in all sales incentives and upsell schemes;
- Usher as required including welcoming visitors to the venues, checking tickets, seating guests and monitoring the audience during the shows;
- With the support of management, responsibility for the safety of all visitors;
- Adhere to and responsibility for emergency and evacuation procedures;
- With the support of management, responsibility for the security of all venue assets;
- Carry out stock counts as and when required, stocking of shelves as per guidance, stock rotation;
- Maintain the cleanliness & tidiness of all FOH areas as standard, including deep-cleans as and when required;
- Ensure that all FOH areas are operated in a manner that is both professional and safe;
- Comply with all health & safety standards, venue licensing laws; Food Safety policies and legislations as advised by venue management;
- Pro-actively contribute to Selladoor's Health & Safety meetings and adhere to its policies;

- Adhere to all venue procedures including (but not limited to) opening and closing, cashing up, customer service;
- Adhere to all Company Health & Safety procedures.

**Customer Service**

- Maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- Champion Selladoor's Access Policy across the venues;
- Act as 'the face of' the Company and venues at all times and respond to all customer enquiries, feedback or complaints in a professional manner, representing the Company appropriately.

**Environmental Impact & Ethics**

- Ensure that all waste products generated by Hospitality and FOH activities is disposed of in a manner which meets our "zero to landfill" criteria and contributes to Selladoor Venues' aim to reduce the use of plastics as much as practicable.

**Finance**

- Adhere to the venues' cash handling policies;
- Knowledge of required financial reporting as requested by venue management.

**Other responsibilities**

- Dress in accordance with Selladoor Venues' uniform policy;
- Undertake training as relevant to the post, as and when requested;
- Carry out other duties that may from time to time be reasonably required by other departments, to assist the Company in achieving its business objectives.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

In consultation and agreement with you, this Job Description may be amended at any time.