

## Customer Operations Assistant

### Job Description and Person Specification

<b>Directorate:</b>	Transformation & Change	<b>Service:</b>	Theatres
<b>Responsible to:</b>	Customer Operations Manager Deputy Customer Operations Manager	<b>Responsible for:</b>	NA
<b>Grade:</b>	1		
<b>Location:</b>	Marine Hall, Fleetwood		

#### Job Purpose:

To deliver an excellent experience for audiences and customers at the Marine Hall.

Under supervision of the Customer Operations Managers, deliver a consistently high standard of service to all venue users.

To actively promote goods and services during each customer interaction.

#### Key Tasks & Responsibilities:

- Deliver a high standard of customer care.
- Play an active part in achieving venue sales targets, maximising customer interaction and providing feedback to line managers on suggested improvements.
- Ensure all customer feedback is received and escalated as and when necessary.
- Ensure high standards of venue marketing and presentation are maintained.
- Support efficient venue changeovers.
- With appropriate training, support box office to deal with the show incoming.

## Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good level of literacy and numeracy	<b>Essential</b>	Application/Interview

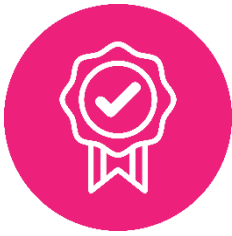



SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent attention to detail	<b>Essential</b>	Application/Interview
Understanding of a ticketing system	<b>Desirable</b>	Application/Interview
Good knowledge of event operations	<b>Essential</b>	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of working in a busy customer facing environment	<b>Essential</b>	Application/Interview
Experience of cash handling	<b>Essential</b>	Application/Interview
Experience of ticketing systems	<b>Desirable</b>	Application/Interview

Experience of managing priorities	<b>Essential</b>	Application/Interview
-----------------------------------	------------------	-----------------------

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Unsociable hours including evenings and weekends	<b>Essential</b>	Application/Interview
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	<b>Essential</b>	Application/Interview
Regular and Reliable Service	<b>Essential</b>	Application/Interview
Demonstrate behaviours that support our values	<b>Essential</b>	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.  
All Behaviours listed are essential to the post.**

			
<b>Professional</b>	<b>Innovative</b>	<b>Collaborative</b>	<b>Customer focused</b>
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> <li>• Have pride in how we represent the council</li> <li>• Treat people with respect and consideration</li> <li>• Are conscientious and carry out our work to a high standard</li> <li>• Carry out our work activities in an honest and ethical manner</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively embrace change and learn from our mistakes</li> <li>• Challenge and constructively question existing processes</li> <li>• Make best use of our resources to provide excellent services</li> <li>• Encourage creative thinking with colleagues and peers</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively with colleagues and stakeholders</li> <li>• Develop productive relationships and achieve the best results</li> <li>• Recognise and embrace the knowledge and skills of others.</li> <li>• Embrace the concept of one team one council and all work together</li> </ul>	<ul style="list-style-type: none"> <li>• Strive to provide excellent services</li> <li>• Understand our customers' needs and consider things from their perspective</li> <li>• Effectively communicate and manage expectations</li> <li>• Actively seek ways to maximise customer satisfaction</li> </ul>

### Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The theatres deliver a seven-day service the salary is inclusive of weekend and evening work.
- Additional hours worked will be dealt with in line with the banking system and within your annualised hours agreement. See section 4 & 6 of guidelines for Annualised Hours of Working Arrangements.
- The council operates a strict non-smoking policy.

**Prepared by: Dean Stewart**

**Date: January 2025**

**Post Holder Signature:**

**Date:**