

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

**Post:** Customer Experience Assistant

**Job Purpose:** To be part of the front of house team at the Southmead Development Trust to ensure that we offer exceptional customer service to our customers, members, staff, tenants and visitors

**Responsible to:** Customer Experience Manager

**Salary:** £19,878 – £20,681 pro rata

**Hours:** 25 hours a week, variety of days from Monday – Friday 16:00 – 21:00. Flexibility to job share.



### Roles and Responsibilities:

- Perform front of house duties in an efficient, professional and courteous manner.
- Build and maintain positive relationships with all users of the facilities including staff and tenants.
- Communicate effectively to a wide range of enquiries for the whole organisation e.g. phone, email, face-to-face
- Keep up to date with knowledge of SDT services, projects and other local events or activities in order signpost the community and visitors
- Support the Customer Experience Manager and Communications and Marketing team in promoting all Greenway and SDT services to all existing and potential customers.
- Manage the booking system in response to customer, staff and visitor enquiries.
- Support the Greenway Gym, e.g. ensure gym members are scanned in, facilitate the gym membership sign-up process, provide information on membership options and classes, handle membership queries, and communicate urgent class announcements.
- Sell drinks/confectionary available from front of house and vending machines
- Work with the Customer Experience Manager to expand the event's programme at the Trust including helping to plan events and organise events, e.g. maintain guest lists, co-ordinate ticket sales, source raffle prizes/donations, assist in promotion of events on social media, welcome guests
- Ensure the reception area, foyer, communal areas and noticeboards are presented to a high standard at all times ensuring all customer facing information is up-to-date and relevant

- Prepare appropriate areas for meetings/events including installing or removing equipment, setting up meeting rooms with chairs, tables and refreshments, closing down events.
- Process all payments via cash register and end of shift cash consolidation.
- Provide administrative support to the Senior Leadership and facilities team including photocopying, mail outs, carrying out stock-checks and collating information
- Maintain regular consistent and professional attendance, personal appearance, and adherence to relevant health & safety procedures, legislation and/or regulations.
- Unlock, lock up the building as required and be a key holder
- Be a fire marshal and lead fire evacuation for the building
- To comply with all Southmead Development Trust's policies and procedures.
- To undertake other duties as requested by the Trust.

## Person Specification

Post Title: Customer Experience Assistant		
	ESSENTIAL	DESIRABLE
Qualifications		<ul style="list-style-type: none"> <li>• A customer service qualification.</li> <li>• A business qualification.</li> <li>• An administration qualification.</li> <li>• First Aid qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Working in a sales and customer service role.</li> <li>• Multi-tasking, for example, ensuring the phone is answered, responding to email enquiries and visitors.</li> <li>• Confident and efficient use of essential Microsoft applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing events.</li> <li>• Experience of maintaining booking system</li> <li>• Experience of social media platforms</li> <li>• Working for a charity</li> <li>• Working in a large public building</li> </ul>

**Post Title: Customer Experience Assitant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<ul style="list-style-type: none"> <li>Assisting customers face to face, on the phone, by email and on social media platforms.</li> <li>Handling communication in a busy and varied organisation.</li> <li>Providing office support.</li> </ul>	
<b>Specific Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>Strong written and verbal communication skills</li> <li>Awareness of Health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of sporting, recreational and wellbeing activities</li> <li>Knowledge of Southmead or a similar area and the issues facing local residents</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>Genuine interest, enjoyment and commitment in achieving customer satisfaction</li> <li>Genuine passion, empathy and desire to improve the wellbeing of residents and their access to information</li> <li>Ability to stay calm and positive under pressure</li> <li>Confidence to problem solve and make quick decisions in response to events/incidents as they arise</li> <li>A willingness to undertake any other duties that contribute to achieve the organisational strategic goals</li> <li>Willingness to cover annual leave, staff shortages and weekend event/parties</li> <li>Passionate about the charitable objectives and values of Southmead Development Trust</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the principles of community development</li> </ul>