

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: Hourly rate of £11.16

Hours: 17.5 hours per week (Monday, Friday – 16.00 - 21.00 and Saturday 08:45 – 17:45) with frequent opportunities for overtime on weekdays and evenings.



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.
- Open/Close Southmead Adventure Playground and set up/down site ready for birthday parties (site check, set up swings, tables and chairs).
- Set up main hall for weekend events, e.g. table top sales, Church service, badminton.
- Prepare other appropriate areas for meetings/events including installing or removing equipment, setting up meeting rooms with chairs, tables, and refreshments, closing down events.
- 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 always presented to a high standard ensuring all customer facing information is up-to-date and relevant.
- 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 Assitant		
	ESSENTIAL	DESIRABLE
Qualifications		<ul style="list-style-type: none"> • A customer service qualification. • A business qualification. • An administration qualification. • First Aid qualification
Experience	<ul style="list-style-type: none"> • Working in a sales and customer service role. 	<ul style="list-style-type: none"> • Experience of managing events. • Experience of maintaining booking system

Post Title: Customer Experience Assitant

	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> • Multi-tasking, for example, ensuring the phone is answered, responding to email enquiries and visitors. • Confident and efficient use of essential Microsoft applications. • Assisting customers face to face, on the phone, by email and on social media platforms. • Handling communication in a busy and varied organisation. • Providing office support. 	<ul style="list-style-type: none"> • Experience of social media platforms • Working for a charity • Working in a large public building
Specific Skills/ Knowledge	<ul style="list-style-type: none"> • Strong written and verbal communication skills • Awareness of Health & Safety 	<ul style="list-style-type: none"> • Knowledge of sporting, recreational and wellbeing activities • Knowledge of Southmead or a similar area and the issues facing residents here
Attitude	<ul style="list-style-type: none"> • Genuine interest, enjoyment and commitment in achieving customer satisfaction • Genuine passion, empathy and desire to improve the wellbeing of residents and their access to information • Ability to stay calm and positive under pressure • Confidence to problem solve and make quick decisions in response to events/incidents as they arise • A willingness to undertake any other duties that contribute to achieve the organisational strategic goals • Passionate about the charitable objectives and values of Southmead Development Trust 	<ul style="list-style-type: none"> • Understanding of the principles of community development • Willingness to cover annual leave, staff shortages (weekday)