

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

**Post:** Customer Experience Assistant (Weekend)

**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:** £19,480 per annum pro-rata

**Hours:** 17 hours per week (Saturday 08:45 – 17:45, Sunday 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 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 presented to a high standard at all times 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 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> </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> </ul>

**Post Title: Customer Experience Assistant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<ul style="list-style-type: none"> <li>• Confident and efficient use of essential Microsoft applications.</li> <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>	<ul style="list-style-type: none"> <li>• Working for a charity</li> <li>• Working in a large public building</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>• 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> <li>• Willingness to cover annual leave, staff shortages (weekday)</li> </ul>