

SOUTHMEAD DEVELOPMENT TRUST

Job Description

- Post:** Customer Experience Assistant for weekday evenings and Saturdays
- 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:** 23.5 hours per week with the shift pattern below, plus frequent opportunities for overtime:
Tuesday 16:00 - 21:00, Wednesday 16:00 - 21:00, Thursday 16:00- 21:00, Sunday 08:45 – 17:45



Roles and Responsibilities:

- Perform front of house duties in an efficient, professional and courteous manner.
- Build and maintain positive relationships with all visitors to our centres including staff and tenants.
- Communicate professionally and effectively in response to a wide range of enquiries for the whole organisation e.g. phone, email, face-to-face.
- Keep up to date knowledge of the Trust's services, projects and other local events or activities in order signpost residents and visitors.
- Support the Customer Experience Manager and Communications & Marketing Lead to promote the all services to existing and potential customers.
- Open/close the Southmead Adventure Playground and set up/down site ready for parties (site check, set up swings, tables and chairs).
- Set up main hall at Greenway Centre for weekend events, e.g. table top sales, Church service, badminton.
- Prepare other 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 totalling/consolidation.
- Provide administrative support to the Senior Leadership, Facilities and Communications team including photocopying, mail outs, carrying out stock-checks and collating information.
- Maintain regular consistent and professional attendance, personal appearance, and adherence to 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"> • 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 • Multi-tasking, for example, ensuring the phone is answered, responding to email enquiries and visitors • Confident and efficient use of 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 managing events • Experience of maintaining booking system • 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 local residents
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 	<ul style="list-style-type: none"> • Understanding of the principles of community development • Willingness to cover annual leave, staff shortages (weekday)

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	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none">• 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• Passion for the charitable objectives and values of Southmead Development Trust	