

**LETCHWORTH GARDEN CITY HERITAGE FOUNDATION**

**JOB DESCRIPTION**

<b>1</b>	<b>JOB TITLE</b>	<b>Crew Member</b>
<b>2</b>	<b>STATUS</b>	<b>Casual</b>
<b>3</b>	<b>HOURS OF WORK</b>	<b>Various</b>
<b>4</b>	<b>EMPLOYEE'S NAME</b>	
<b>5</b>	<b>DEPARTMENTS</b>	<b>Broadway Cinema &amp; Theatre, Standalone Farm</b>
<b>6</b>	<b>REPORTS TO</b>	<b>Visitor Services Supervisors/Junior Managers</b>
<b>7</b>	<b>COMPETENCES</b>	<b>Not classed as a Manager or Supervisor</b>

<b>8</b>	<p><b>JOB FUNCTION:</b></p> <p>To ensure every visitor has an exceptional visit by providing the highest level of customer service and support. You will be part of a multifunctional team to enhance the experience of all the customers. The role is fast paced and challenging, providing you with the opportunity to develop a range of customer services skills and experience.</p> <p>In contributing to the smooth running of the Venues Portfolio, staff duties include but are not limited to; ticket sales, events, cleaning, liaising with customers, food and drink and providing support to supervisors and members of the management team as required.</p>
<b>9</b>	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• To be the public face of the Venues, providing visitors with exceptional levels of customer service to maximise their enjoyment from their visit, problem solving any difficulties or issues that arise in line with policy, procedures and management support and at all times maintaining a professional image</li> <li>• Take pride in the Venue, proactively ensuring that all public spaces are clean, tidy and safe for customers and staff and recording and reporting lost property and damage to premises and following other location procedures as necessary.</li> <li>• Implement the Foundation's policies and procedures</li> <li>• Working with and supporting the Supervisors, Managers on the smooth operation of all events and live performances that take place. Ensure that you are fully briefed on your roles and responsibilities by fully engaging in team and individual briefings.</li> <li>• In the event of an emergency assist with evacuations of customers in accordance with the Venue's policy and procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>• To follow policies and procedures in relation to the handling and serving of food at the Venue</li> <li>• To report any health and safety concerns to the Supervisor or Manager.</li> <li>• To provide support to the Supervisor and Manager to ensure stock levels are maintained.</li> <li>• Respond effectively and promptly to all visitor enquiries and information requests, maximising the customer experience by demonstrating good customer service.</li> <li>• Be an efficient user of the EPOS system selling tickets, concession, products and services to our visitors and maximising profits through good customer service.</li> <li>• Opportunity to assist the team with improving the food offer and private hires</li> <li>• Comply with all legislation relating to alcohol sales and security of licensed products.</li> <li>• Actively encourage new ideas and support teamwork in order to promote our customer experience and contribute a voice to continuous improvement discussions</li> <li>• Deliver all daily performances with first class hospitality and service.</li> <li>• Liaise with the manager at the venue to be fully briefed for upcoming rotas.</li> <li>• Refer to the venue locations procedures for full list of daily duties</li> </ul>
<p><b>10</b></p>	<p><b>DESIRABLE QUALIFICATIONS /EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a customer-facing role</li> <li>• Excellent communication and customer engagement skills</li> <li>• Good team player yet able to use own initiative</li> <li>• Focussed on delivering a high quality service and able to spot improvements to maximise income and improve the customer experience</li> </ul> <p>Currently holds or has the ability to achieve quickly</p> <ul style="list-style-type: none"> <li>• Manual Handling Certificate.</li> <li>• Trained in the use of Evac chairs.</li> <li>• Responsible alcohol awareness trained</li> </ul>
<p><b>11</b></p>	<p><b>LEVELS OF AUTHORITY:</b></p> <p><b>Financial:               £Nil</b> <b>Other:                     £Nil</b></p>
<p><b>12</b></p>	<p><b>OTHER INFORMATION:</b></p> <p>Working in line with corporate policies and procedures to ensure that all matters relating to health and safety are adhered to, promoted and reviewed as necessary.</p> <p>Maintaining the culture and values of the business, providing ethical working practices that support corporate policies and procedures relating to bribery and corruption.</p>

The Heritage Foundations is committed to providing a working environment in which everyone feels respected and valued and able to contribute to its success in an environment free from discrimination, harassment and bullying.

The above job description is not necessarily a finite one and does not prevent the employee receiving work outside the job description form time to time.

**Signed by Line Manager** .....

**Signed by Employee**.....

**Date of Review** .....