

JOB DESCRIPTION

Job Title:	Crew Member
Reporting to:	Visitor Services Supervisor
Role Status:	Casual Part Time
Hours:	Working on a rota shift pattern
Directorate/Team/Venue:	Broadway Cinema & Theatre, Standalone Farm

1. JOB PURPOSE

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. 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.

As the public face of the Letchworth Garden City Heritage Foundation and the Venues, our team members provide 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 always maintaining a professional image.

We take pride in our Venues, proactively ensuring that all public spaces are clean, tidy and safe for customers and staff and recording and reporting damage to premises and following other location procedures as necessary.

2. MAIN WORKING CONTACTS

As a Crew Member, you will work both alone and together within a team to enhance the visitor experience of the venue, while assisting the management team in ensuring the smooth running of all events and daily operational management of the venue.

Internal: wider Broadway team, wider Standalone team, supervisors, Junior managers, Venues manager, other Letchworth Garden City Heritage Foundation staff.

External: Members of the public visiting Standalone farm.

3. KEY AREAS AND TASKS

- 3.1 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.
- 3.2 In the event of an emergency assist with evacuations of customers in accordance with the Venue's policy and procedures.

- 3.3 To follow policies and procedures in relation to the handling and serving of food at the Venue.
- 3.4 To report any health and safety concerns to the Supervisor or Manager.
- 3.5 To provide support to the Supervisor and Manager to ensure stock levels are maintained.
- 3.6 Respond effectively and promptly to all visitor enquiries and information requests, maximising the customer experience by demonstrating good customer service.
- 3.7 Be an efficient user of the EPOS system selling tickets, concession, products and services to our visitors and maximising profits through good customer service.
- 3.8 Opportunity to assist the team with improving the food offer and private hires.
- 3.9 Comply with all legislation relating to alcohol sales and security of licensed products.
- 3.10 Actively encourage new ideas and support teamwork to promote our customer experience and contribute a voice to continuous improvement discussions.
- 3.11 Deliver all daily performances with first class hospitality and service.
- 3.12 Liaise with the manager at the venue to be fully briefed for upcoming rotas.
- 3.13 Refer to the venue procedures for full list of daily duties.

4. Other Duties

- 4.1 Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- 4.2 Follow the Foundation's policies, procedures and performance expectations.
- 4.3 Support the Foundation's Equal Opportunities Policy and work inclusively and collaboratively.
- 4.4 Undertake any other duties consistent with the role and/or reasonably required by the Foundation.

PERSON SPECIFICATION

Crew Member

We are looking for someone to be able to demonstrate the following values and competences to a high level and want to use these to the full in their work.

This is equally important as having the direct experience or technical ability for this role and so we will be looking for evidence and examples of the following during the selection process, if you are shortlisted for this role.

Values	Competencies
Collaborative	Communicating
Supportive	Taking Responsibility
Inclusive	Inspires & Empowers Others
Evidence based	Managing Relationships

1. EXPERIENCE & TRACK RECORD

- 1.1 Experience in working effectively in a team to achieve results or provide excellent customer service.
- 1.2 Experience of working in a customer-facing role to provide excellent customer service in any environment.
- 1.3 Experience of effectively using own initiative to solve problems and achieve required outcomes.
- 1.4 Experience of applying health and safety knowledge and training in a working environment would be an advantage.
- 1.5 Track record of identifying areas for improvement in services or systems and/or new and innovative approaches to doing things.

2. SKILLS, KNOWLEDGE AND ABILITIES

- 2.1 Ability and willingness to communicate proactively and positively with colleagues and members of the public.
- 2.2 Confidence and willingness to engage with customers to hear complaints and ensure customer satisfaction with commitment and positive results
- 2.3 Manual Handling Certificate – or open to achieving this qualification.
- 2.4 Trained in the use of Evac chairs– or open to achieving this qualification.

3. ADDITIONAL JOB REQUIREMENTS

- 3.1 Willingness and ability to work outside of normal office hours on occasion.
- 3.2 Willingness to work flexibly in response to changing organisational requirements.