

JOB DESCRIPTION

Job Title:	Visitor Services Team Member
Reporting to:	Visitor Services Supervisor
Role Status:	Permanent – Part Time
Hours:	30 hours per week working on a rota shift pattern
Directorate/Team/Venue:	CCH Directorate – Arts, Heritage & Culture / Broadway Theatre and Cinema

1. JOB PURPOSE

This role works with and supports the rest of the team to ensure the smooth operation of all events and live performances that take place to ensure every Broadway Cinema & Theatre visitor has an exceptional visit.

As the public face of the Letchworth Garden City Heritage Foundation and the Broadway Cinema & Theatre, 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 at all times maintaining a professional image.

We take pride in our 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.

2. MAIN WORKING CONTACTS

As a Visitor Services Team 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, supervisors, duty managers, venues manager, other Letchworth Garden City Heritage Foundation staff.

External: Members of the public visiting Broadway Cinema.

3. KEY AREAS AND TASKS

- 3.1 Provide exceptional customer services at all times, ensuring that visitors to the Venue are met and supported to maximise their enjoyment and engagement with the venue.
- 3.2 Apply effective problem-solving approaches to any challenges, complaints, difficulties or issues that arise, referring consistently to policy, procedures and management support where appropriate and at all times maintaining a professional image.

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