

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Customer Assistant	<b>JE NUMBER:</b> A12936
<b>DIRECTORATE:</b>	Arts and Venues	<b>BAND:</b> Scale 3
<b>RESPONSIBLE TO:</b>	Assistant Premises Manager	
<b>RESPONSIBLE FOR:</b>	Delivering a high standard of customer services at Chesterfield Venues	
<b>MAIN PURPOSE OF POST:</b>	To provide a welcoming environment and a professional Front of House service. Delivering a high standard of customer service in a dynamic and sales focused environment whilst maintaining a duty of care to customers and colleagues	

**DUTIES AND RESPONSIBILITIES:** The postholder must carry out their duties and responsibilities to comply with Chesterfield Borough Council's Policies, Procedures and Council Values at all times.

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Under the supervision of the Premises Manager/Deputy Premises Manager or Assistant Premises Manager on duty, to work as part of the Front of House team and to deliver the highest standards of customer service, ensuring Front of House is clean and presentable to the public at all times.
2.	To assist customers before, during and after the event, be helpful and friendly at all times.
3.	To be responsive to emergency procedures and take an integral role in any necessary evacuations of the premises.
4.	Duties include checking tickets, ushering, selling alcoholic drinks, beverages, food, confectionery, ice creams, programmes, and merchandise, to accurately operate a cash till and card machine, cleaning, assembling and dismantling stock and equipment.
5.	To be aware of the Health and Safety of the venues and the welfare and behaviour to the public to prevent injury, misuse or damage to persons and property. Report to the Manager on duty any immediate concerns.
6.	To undertake training in respect of Health and Safety to include first aid, fire safety/evacuation and security training.
7.	To assist as directed in the processing of advertising and marketing and to be knowledgeable about forthcoming events and promote accordingly.
8.	To be fully conversant with the Council's and Service's Health and Safety Policy and be aware of and implement the Council's Equal Opportunities Policy
9.	To deputise for other front of house areas as required.
10.	To work flexible hours to suit the operation of the organisation, to include evenings, weekends, and bank holidays. Maybe required to work a split shift day to satisfy

	organisational needs.
11.	To work as requested from/at any premise within the department/organisation.
12.	To perform all duties in accordance with the Council's Competency Framework for employees.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**Climate Change** – The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

**SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	X
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	X

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive, and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Customer Assistant	<b>JE NUMBER:</b>	A12936
<b>DIRECTORATE:</b>	Arts and Venues	<b>DATE:</b>	2023

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b> Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Ability to communicate effectively with members of the public and staff – Verbal Communication  Customer service experience	Application Form/Interview
•	Cash Handling experience/numeracy skills	Application Form
•	Able to remain calm and implement procedures effectively for example accident/first aid, disturbance, or fire	Interview
•	Commitment to Standards	Interview
•	Leve 1 of CBC Framework	
<b>Desirable</b>		
•	Ability to operate tills and basic catering equipment	Application Form
•	Previous bar experience	Application Form
•	Previous catering experience	Application Form
•	Sales Awareness	Application Form/Interview
•	IT skills	Application Form
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Customer awareness	Application Form/Interview
•	Customer service experience	Application Form/Interview

•	Team player	Application Form/Interview
<b>Desirable</b>		
•	Previous venue/audience experience	Application Form
•	Retail sales experience	Application Form/Interview
•	Experience working in a profitable commercial enterprise	Application Form/Interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	Customer Care	
•	Basic First Aid	
•	Fire/Security	
<b>Desirable</b>		
•	Personal Licence Holder	
•	Food Safety	
•	Commercial skills	
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the	Interview
<b>Level: 1</b>		

	<p>greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
<b>Level: 1</b>		
<b>Making Effective Decisions</b>	<p>Effectiveness in this area is about using sound judgement, evidence, and knowledge to arrive at accurate, expert, and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
<b>Level: 1</b>		
<b>Leading &amp; Communicating</b>	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
<b>Level: 1</b>		
<b>Collaborating and Partnering</b>	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing</p>	Interview

<b>Level: 1</b>	<p>information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	
<b>Developing self and others</b>	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
<b>Level: 1</b>		
<b>Delivering Value for Money</b>	<p>Delivering value for money involves the efficient, effective, and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
<b>Level: 1</b>		
<b>Managing a Quality Service</b>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
<b>Level: 1</b>		

<b>Delivering at Pace</b>	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.	Interview
<b>Level: 1</b>	For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly	