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**CUSTOMER SERVICE ASSISTANT**

**JOB DESCRIPTION**

**Job title: CUSTOMER SERVICE ASSISTANT**

**Responsible to: FRONT OF HOUSE MANAGER, DUTY MANAGERS & CATERING MANAGER**

**Responsible for: NONE**

**Key Relationships: PUBLIC, FRONT OF HOUSE MANAGER, DUTY MANAGERS, CATERING MANAGER, BOX OFFICE MANAGER, OTHER CUSTOMER SERVICE ASSISTANTS**

**Purpose of Post:**

The main function of the role is to deliver exceptional customer service and ensure a welcoming and safe environment which is able to meet the needs of a wide range of customers.

The postholder will be responsible for providing a knowledgeable and efficient customer, sales and information service which seeks to maximise sales and promote Derby Theatre.

We would like to invite you to a Front of House recruitment open evening. This is a chance to take part in a practical session which will give you the opportunity to showcase your skills and experience in customer service and teamwork. This evening will be made up of various activities which will allow you to demonstrate your passion and enthusiasm for being part of our Front of House team here at Derby Theatre. The open evening will be on Tuesday 30th September 2025 and last approximately 2 hours. Details and confirmation will be sent to the email provided on the application form.

**DUTIES**

* Provide a positive, accessible and high-quality service to all customers and colleagues in all Front of House areas of work, at all buildings and events associated with Derby Theatre.
* Proactively sell all product lines in our food and beverage offer, including programmes.
* Be a flexible member of staff and work, as necessary, across the Front of House and catering areas of the building, including the bar.
* Assume responsibility for acquiring and providing product and venue knowledge, responding positively to customer enquiries and requests.

**Customer Service**

* Greet and engage with customers in a polite and enthusiastic manner, always paying attention to the needs of customers.
* Welcome audiences, check tickets, give directional advice and deal with any queries or ticketing issues as customers enter theatre spaces.
* Pay attention to the needs of customers with special needs, and assist them with access to all facilities, and with movement in and out of the theatre.

**Operations**

* Work as a theatre usher, checking tickets, providing directions and ensuring all health and safety policies are followed.
* Work as a member of the café bar and/or theatre bar staff.
* Cash handle and use an electronic point of sale system, following Derby University’s financial procedures at all times.

**Training**

* Work as part of the team supporting colleagues and sharing your knowledge with others.
* Undertake any training required.

**Communication**

* Respond to customer comments and feedback following company procedures.
* Provide feedback on areas for improvement including items for immediate attention and items for future consideration.

**Finance**

* Maintain an accurate reconciliation of sales transactions adhering to Derby Theatre’s financial procedures.

**Health and Safety**

* Adhere to Derby Theatre’s Health and Safety policies and procedures.
* Play an integral role in Derby Theatre’s emergency procedures, ensuring that customer and staff safety is always maintained.
* Ensure all areas of work are kept clean and tidy and fit for purpose.
* Uphold the presentation and security of Front of House areas.

**Representation**

* Attend staff meetings and other meetings/briefings as required.

**Values**

* Promote and communicate Derby Theatre’s values and culture to both internal and external customers on an on-going basis.
* Adhere to Derby Theatre Equal Opportunities, Environmental, Diversity and Data Protection policies.
* Represent Derby Theatre with diplomacy, discretion and courtesy at all times.
* Appear neat and tidy at all times and within the agreed dress code.

**General**

* Actively support and promote Derby Theatre’s Learning Theatre model, including a commitment to engage with the University of Derby’s Theatre-related higher education provision; to contribute to learning opportunities such as work experience, placements, and the theatre’s role as a learning environment.
* Keep up to date with developments in the industry as they relate to your role, and to contribute to the overall development of the department and organisation.
* Take an active role in the team and staff as a whole, and to attend team, departmental or cross-organisation meetings as required.
* Ensure that Derby Theatre’s policies, procedures and values are observed in every area of the department’s work and to contribute to their development.
* Act always in the best interests of Derby Theatre, protecting intellectual property and confidential information at all times.
* Carry out any other duties as may reasonably be required from time to time, commensurate with the level of the post.
* We expect all Derby Theatre staff to work in a flexible manner to effectively deliver their role and in line with the objectives of the company, including the Learning Theatre model, Equality and Diversity, and Sustainability.

This job description is intended as a guide to the nature of the work required of this position, it is neither wholly comprehensive nor restrictive and is subject to review.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential/Desirable** | **Method of Assessment** |
| **Knowledge and Skills** |  |  |
| Good English and Maths skills | **Essential** | Application, interview |
| Excellent communication skills | **Essential** | Application, interview |
| Knowledge of access, disability, and health and safety issues | Desirable | Application, interview |
| First Aid at Work qualification | Desirable | Application, document check |
| **Experience** |  |  |
| Demonstrate working as part of a team | **Essential** | Application, interview |
| Interest in working in a theatre or arts environment | **Essential** | Application, interview |
| Experience of working in a customer service role | Desirable | Application, interview |
| Experience of cash handling and cashing up at end of a shift | Desirable | Application, interview |
| Some experience of working in a catering/bar environment or a willingness to learn | Desirable | Application, interview |
| **Personal Attributes** |  |  |
| Proven ability to work confidently and effectively with a wide range of people, e.g. customers, students, VIPs, other staff and visiting companies | **Essential** | Application, interview |
| Genuine interest in working with customers and able to offer consistently excellent levels of customer care | **Essential** | Application, interview |
| Enthusiastic team worker with excellent interpersonal skills | **Essential** | Application, interview |
| Enthusiastic and committed, with a flexible attitude | **Essential** | Application, interview |
| Ability to work well under pressure | **Essential** | Application, interview |
| Ability to work flexibly including evenings and at weekends as required | **Essential** | Interview |
| This role requires candidates to be 18 years of age (or 18 within 6 months of applying) | **Essential** | Interview |
| Willingness to embrace Derby Theatre’s values | Desirable | Interview |

**MAIN TERMS & CONDITIONS OF SERVICE**

**Salary:** £12.21 per hour

**Hours:** Casual, predominantly evenings, weekends and bank holidays

**Probation:** This post is subject to a three-month probationary period

**Notice:** Two weeks

**Benefits:** Standard Derby Theatre benefits

**Other Terms:** In accordance with BECTU and the Derby Theatre House Agreement

**HOW TO APPLY, IN FIVE STEPS**

1. Visit our website www.derbytheatre.co.uk to download an application form. **You must fill in this form to apply as no CVs will be accepted.**
2. If you can, please **save the file as a PDF** with your name in the file name.
3. Read our guide to ‘Applying for a job at Derby Theatre’ for information about the application process.
4. Email your completed application form to [jobs@derbytheatre.co.uk](mailto:jobs@derbytheatre.co.uk) and complete our Equal Opportunities form which can be found here <https://derbytheatre.co.uk/about-us/work-with-us/equal-opportunity/>

We positively encourage people with disabilities or from minority ethnic backgrounds to apply to join our teams as they are under-represented within Derby Theatre’s workforce.

All applicants will be invited to attend the recruitment open evening.

If you wish to meet the team before applying, we will be at the DWP jobs fair at Derby Market Hall on Wednesday 17th September 9am-1pm.

**Closing Date:** Sunday 28th September 10pm

**Recruitment Open Evening:** Tuesday 30th September, 5:30pm