

**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | Estates and Campus Services |
| **Job Title:** | Customer Experience & Box Office Assistant |
| **Department/Subject:** | Arts & Culture - Taliesin Arts Centre |
| **Salary:** | £4673 per annum / Grade 3 pro rata |
| **Hours of work:** | 8 hrs per week / 48 weeks per year  |
| **Number of positions:** | 1 |
| **Contract:** | This is a permanent position  |
| **Location:** | This position will be predominantly based at Taliesin Arts Centre on Singleton Campus but will involve working at Bay Campus and on off-site projects as and when needed |

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| **Main Purpose of Post** | 1. Assist and support all visitors to events at or organised by Taliesin Art Centre, acting as both ambassador for our work and programmes as well as friendly host to our audiences.
2. Provide excellent customer service centred around the ‘front of house’ experience, including ticket check-in, ‘signposting’ audiences, and providing customer care.
3. Sell/reserve tickets through operating a computerised box-office system. Carrying out all operations concerned with selling and reserving event tickets.
4. Respond to enquiries from audiences, students, and visitors over the telephone, in person and electronic communications, delivering the highest level of customer service.
5. Provide first-line support to customers with regards to online booking enquiries and use the ticketing helpdesk to log enquiries and issues. Referring more complex enquiries and issues to the line manager.
6. Input event data and upload images/media links to the ticketing system and Taliesin Arts Centre website.
7. Undertake “housekeeping” of the computerised box-office system and perform general administrative tasks.
8. Ensure that all end-of-day/shift transactions are accurately recorded daily, and all relevant documentation is retained for audit purposes.
9. Provide support for set up and clearance of events in the Taliesin Arts Centre auditorium, Taliesin Create, at locations around the University Campus’ and off-site as required.
10. Assist and welcome visiting companies, at the front of house and backstage.
11. Assist in the safe evacuation of audience and visitors during an emergency, following set procedures.
12. Carry out checks to ensure cleanliness and safety of visitors, before, during and after events.
13. Support in updating and maintaining displays and promotional spaces.
14. Support marketing and communications activity as directed by the marketing team.
15. Support print distribution around the university and surrounding areas.
16. Attend staff meetings to keep up to date with developments across the organisation.
17. A commitment to delivering services sustainably and contributing to the University’s environmental and ethical performance.
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| **General Duties** | 1. Fully engage with the University’s Performance Enabling and Welsh language policies
2. Promote equality and diversity in working practices and to maintain positive working relationships.
3. Lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties as agreed by the Faculty / Directorate / Service Area.
5. Ensure that risk management is an integral part of the day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy.
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| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Qualification:*** Educated to general education level to include equivalent of Grade C in English and Maths

**Experience:*** Experience of working with the public in a front facing role.
* Experience of working in a team.

**Knowledge and Skills:*** Excellent Interpersonal skills.
* The ability to work pro-actively.
* The ability to work accurately with attention to detail and to tight deadlines.
* Good IT skills and in using electronic filing and operational systems.
* The ability to work calmly and make sound judgements in challenging situations.
* Demonstrable flexible approach to work.
* An understanding and knowledge of the differing needs of diverse communities and how to meet them.

**Welsh Language:** Level 2 – ‘fairly well’ e.g. able to understand a fair range of job-related correspondence, including when standard language is used. Able to keep up a simple conversation on a work-related topic but may need to revert to English to discuss complex or technical information. Able to write reasonably accurate reactive (non-specialised) correspondence in Welsh.For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).**Desirable Criteria:*** Experience in using a computerised booking system.
* Experience working in a similar role.
* Interest in the arts and culture including live performance and film.
* An understanding of access and disability requirements.
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| **Additional Information** | Informal enquiries: Deborah Drewson / d.d.drewson@swansea.ac.ukShortlisting Date: W/C 6th MayInterview Date: W/C 13th May |

  