

Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Estates and Campus Services (Arts & Culture)
Job Title:	Customer Experience Assistant (CEA)
Department/Subject:	Taliesin Arts Centre
Salary:	Grade 2
Hours of work:	Zero hours contract
Number of positions:	1
Contract:	This is a permanent position
Location:	This position will be predominantly based at Singleton Campus, with the expectation to work at Bay Campus and other off-site locations as needed.

Main Purpose of Post	<p>The CEA acts as one of the front-line ambassadors for Taliesin Arts Centre, contributing to a professional, safe, efficient and welcoming environment for all who engage with the university's arts venues and associated events and activities. The postholder is supervised by the Event Duty Supervisor. The CEA will also use their own initiative to deliver the best possible customer journey to internal and external stakeholders and visitors.</p> <p>The CEA will carry out Front of House and Box Office duties, encompassing the following broad tasks:</p> <ol style="list-style-type: none"> 1. Delivering excellent customer service to all stakeholders to provide a positive experience of organising, performing at, or attending an event or activity 2. Refer issues that arise to the Event Duty Supervisor or directly to security if the situation requires immediate escalation 3. Follow all health and safety and safeguarding requirements, including minimising risks and implementing emergency and evacuation procedures 4. Ensure spaces meet agreed standards of cleanliness and are fit for the immediate purpose 5. Provide practical support for event set-up and take-down in a range of scenarios 6. Under direction from supervisors or managers, ensure venue-specific promotional material is kept up to date, and support other marketing activities and tasks as appropriate 7. Carry out all operations relating to selling and reserving event tickets, through a web-based Box Office, including providing first-line customer support and communication, referring more complex enquiries on to the platform provider and/or Taliesin Arts Centre supervisors/managers 8. Input event data and assets to the ticketing platform and Taliesin Arts Centre website 9. Undertake "housekeeping" of the Box Office system 10. Ensure that all end-of-day/shift transactions are accurately recorded, all relevant reports are presented, and documentation is retained for audit purposes 11. Adapt duties as needed to support evolving business needs
General Duties	<ol style="list-style-type: none"> 12. To fully engage with the University's Performance Enabling and Welsh language policies 13. To promote equality and diversity in working practices and to maintain positive working relationships. 14. To 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. 15. Any other duties as agreed by the Faculty / Directorate / Service Area. 16. To ensure that risk management is an integral part of your day-to-day activities, and to ensure working practices are compliant with the University's Risk Management Policy.



Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core 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.</p> <p>We are Professional</p> <p>We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together</p> <p>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.</p> <p>We Care</p> <p>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.</p>
Person Specification	<p>Essential Criteria:</p> <p>Values:</p> <ul style="list-style-type: none">• 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 <p>Qualification:</p> <ul style="list-style-type: none">• Good standard of education in literacy and numeracy (GCSEs or equivalent). <p>Experience:</p> <ul style="list-style-type: none">• Experience of working with the public in a front-facing role• Experience of working in a team <p>Knowledge and Skills:</p> <ul style="list-style-type: none">• Excellent interpersonal skills• The ability to work pro-actively with a demonstrable flexible approach to work• 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• An understanding and knowledge of the diverse needs of our internal and external stakeholders and how to meet them (including matters relating to accessibility)



	<p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none">• <u>Experience of using a computerised ticket booking system</u>• <u>Experience of working in a similar role</u>• <u>Interest in the arts and culture, including live performance and film</u>• <u>Ability to communicate at Level 3 in Welsh</u>
<p>Welsh Language Level</p>	<p>Level 2 – ‘fairly well’ - understand a fair range of job-related correspondence. Able to keep up a simple conversation but may need to revert to English to discuss complex or technical information. Able to write reasonably accurate correspondence in Welsh.</p> <p>For more information about the Welsh Language Levels, please refer to the Welsh Language Skills Assessment web page, available here.</p>
<p>Additional Information</p>	<p>Informal enquiries: Shortlisting Date: Interview Date:</p> <p><i>Where a satisfactory DBS Check is required, this must be received and assessed before a start date can be confirmed</i></p>

