

# The Core at Corby Cube

## Job Description

**Department:**

**Customer Service**

**Job Title:**

**Customer Service Assistant**

**Responsible to:**

**Customer Experience Manager**

**Job Purpose:**

- To promote, represent and present The Core at Corby Cube Theatre as a welcoming, safe, open and entertaining venue at all times.
- To deliver the highest standards of customer service at all times with a pro-active attitude.

**Key Task Areas**

1. To be flexible and to undertake all duties as instructed. Duties will include working on the bars in The Core at Corby Cube Theatre; pre performance, and during intervals. Where appropriate, duties may be allocated within the auditoria.
2. To generate monies for the organisation by up-selling initiatives.
3. To assist with the reconciliation of all monies, re-stocking of bars and confectionary and cleaning of FOH areas as requested.
4. To know responsibilities in the event of an evacuation, and to be aware of, and fully understand all relevant procedures.
5. To assist with the setting up, operating of, and clearing away of additional functions and events.
6. To abide by all Customer Service rules and regulations, as specified in the handbook which includes the policy regarding Uniform, Personal Hygiene and appearance.
7. To attend relevant training courses required by the Customer Experience Manager in order to further self development.
8. To complete any other delegated duty that assists the organisation, in achieving its business objectives.
9. Promote and adhere to the organisation's culture and values.
10. To be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures, Data Protection Act 1998, Equal Opportunities and licensing.
11. To carry out any other tasks that will, from time to time be allocated on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.

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## Person Specification

Essential	Desirable
<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Working in a bar, theatre or any other similar customer service environment</li></ul> <p><b><u>Knowledge/Qualifications</u></b></p> <ul style="list-style-type: none"><li>• Health &amp; Safety Procedures</li></ul> <p><b><u>Skills/Abilities</u></b></p> <ul style="list-style-type: none"><li>• Good communication skills</li><li>• Good interpersonal skills</li><li>• Ability to meet deadlines</li><li>• Excellent attention to detail</li><li>• Good customer service</li></ul>	<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"><li>• Direct Sales</li><li>• Working with EPOS systems</li></ul> <p><b><u>Knowledge/Qualifications</u></b></p> <ul style="list-style-type: none"><li>• Food &amp; Hygiene Certificate</li></ul>

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## Summary of Terms & Conditions

<b>Job Title</b>	Customer Service Assistant
<b>Contract</b>	Fixed-Term Contract - No Guaranteed Hours
<b>Salary</b>	£9.50 per hour paid monthly on 7 <sup>th</sup> each month
<b>Hours of Work</b>	Casual, working in shifts, must be able to work evenings and weekends.
<b>Work Location</b>	The Core at Corby Cube Corby Cube Theatre Trust Corby Cube George Street Corby Northants NN17 1QG
<b>Holidays</b>	Holiday year April – March Holiday entitlement is accrued at the rate of 13.54% of hourly rate for each hour worked. Accrued holiday will be paid each month. This will be displayed on your payslip as 'Holiday Pay'.
<b>Notice Period</b>	4 weeks (once completed probationary period)
<b>Subject to</b>	Minimum age requirement of 18 years of age  Satisfactory References  Probationary period – 3 months  Compliance with Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016
<b>Pension Scheme</b>	Contributory staff pension, 5% employee and 3% employer. NAMT pension scheme is provided by NOW pensions. NAMT will contribute after 3 months service (if eligible)
<b>Additional Benefits</b>	Free Employee Assistance Programme run by Health Assured Complimentary tickets available on selected shows throughout the year. 10% discount at our bars and theatre shop.