

The Core at Corby Cube

Customer Service Supervisor

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Advert

Do you have a passion for Customer Service and the Theatre? If you do, we have an exciting opportunity that is both varied and rewarding.

Job Description

Department: Customer Service

Job Title: Customer Service Supervisor

Responsible to: Customer Experience Manager

Job Purpose:

To assist in managing the day-to-day operation of the venues customer-facing areas (bars and FOH), fully complying with health and safety and licensing regulation and achieving the highest levels of service for customers and clients whilst maximising sales and profits.

Key Task Areas

1. To perform the role of Duty Manager which will involve regular evening, weekend and bank holiday shifts.

2. To assist in the management of the front of house team to ensure the business and departments objectives are achieved through the team.
3. To ensure that each room is set up with the correct equipment for each activity, liaising with appropriate Core team members.
4. To open up and close rooms as required, following the opening and closing procedures.
5. To make sure all Company cash handling procedures are closely adhered to, and assist with the reconciling and banking of all FOH income and work closely with other members of the team to minimise stock and cash losses
6. To ensure that the correct levels of volunteer staffing are on duty for each event.
7. To reinforce with Volunteers, briefing and training information disseminated by the Customer Experience Manager where appropriate and necessary and to conduct regular pre-performance emergency evacuation drills with, Bar staff ,Volunteers and visiting companies
8. To ensure correct levels of stock ordering.

9. To conduct all cellar duties, this will involve being able to lift heavy items and to take in all deliveries
10. To deal with comments, feedback and complaints relating to the bar in an efficient and friendly manner using good judgement within practices and guidelines
11. To ensure all bar and merchandise outlets are clean and ready for service. This will include ensuring the bars are fully stocked, line cleans are regularly undertaken, floats prepared and any maintenance or cleaning issues are dealt with or reported in a timely manner
12. To ensure the safe operation of equipment in both bar areas and ensure they are maintained and presented to the highest standard and fully complies with health and safety and licensing regulations
13. As required accept, manage and record deliveries, including cellar deliveries, and be responsible for monitored and recorded stock movements
14. To complete Front of House Show reports at the end of each session.

15. To monitor the appearance of the venue, carrying out building checks and reporting any maintenance/cleaning issues.
16. To liaise with the Duty Technician to ensure that the emergency evacuation procedures are adhered to.
17. To be a designated first aider.
18. To attend departmental meetings on a regular basis to ensure good communication
19. To adhere to all Health & Safety Procedures to minimise the risk of injury and accidents and complete reports where necessary
20. Promote and adhere to the organisation's culture and values.
21. 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, Safeguarding and Equal Opportunities.
22. To undergo relevant training and development required by the Customer Experience Manager.
23. To carry out any other tasks that will, from time to time be allocated by the Customer Experience Manager on an ad hoc or

continuing basis, commensurate with the general level of responsibility of the post.

The Core at Corby Cube presents this job description as a guide to the major areas and duties for which the jobholder is accountable. However, the business operates in an environment that demands change and the jobholder's specific responsibilities and activities will vary and develop. Therefore, the job description should be seen as indicative and not as a permanent, definitive and exhaustive statement.

Person Specification

Essential Criteria:

Experience:

- Experience of working in an entertainment/customer driven environment
- Experience of working behind a bar in a busy environment
- Supervision of customer service/bar teams
- Managing Volunteers

Knowledge:

- **Commercial Sales operation**
- Health & Safety

- Bar Operation/Stock Control

Skills/Abilities:

- Good IT skills (Word, Excel, EPOS)
- Good people management and staff deployment skills
- Good organisational skills
- Good communication skills, both oral and written
- Attention to detail
- Decision making
- Problem Solving

Desirable Criteria:

Experience:

- Experience of working in a similar sized venue

Knowledge:

- Awareness of Safeguarding Legislation
- Qualified First Aider*
- Personal Licence Holder*
- Cellar Management
- Presentation/Trainer Skills

Skills and abilities

- Presentation Skills
- Front line trainer

* Training will be available where necessary

Summary of Terms & Conditions

Job Title: Customer Service Supervisor

Contract Type: Permanent – Fixed contracted hours plus additional

Salary: £6,183.84 – £14,429.00 per annum paid monthly on 7th each month

Hours of Work: 12 – 28 hours per week, working in shifts, must be able to work evenings and weekends.

Work Location: The Core at Corby Cube, Corby Cube Theatre Trust, Corby Cube, George Street, Corby, Northants, NN17 1QG.

Holidays: Holiday year April – March. 74.5 – 174 hours per annum (including statutory holidays) - pro-rata in 1st year

79.5 – 185 hours per annum after 3 years continuous service

86.5 – 202 hours per annum after 5 years continuous service

Notice Period: 4 weeks (once completed)

probationary period)

Subject to: Minimum age requirement of 18 years of age, satisfactory references, 3 month probationary period and compliance with Immigration, Asylum and Nationality ACT 2006 and the immigration Act 2016

Pension Scheme: Contributory staff pension, 5% employee and 3% employer. NTT pension scheme is provided by NOW pensions. NTT will contribute after 3 months service

Additional Benefits: Free Employee Assistance Programme run by Health Assured, Complimentary tickets available on selected shows throughout the year and 10% discount at our bars and theatre shop.