

The Core at Corby Cube

Job Description

Department:

Customer Service

Job Title:

Customer Service Supervisor

Responsible to:

Customer Experience Manager

Responsible for:

Customer Service Assistants & Volunteers

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.

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Person Specification

Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none"> • 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 <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • Commercial Sales operation • Health & Safety • Bar Operation/Stock Control <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none"> • 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 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of working in a similar sized venue <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • Awareness of Safeguarding Legislation • Qualified First Aider* • Personal Licence Holder* • Cellar Management • Presentation/Trainer Skills <p><u>Skills and abilities</u></p> <ul style="list-style-type: none"> • Presentation Skills • Front line trainer <p>* Training will be available where necessary</p>

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Summary of Terms & Conditions

Job Title	Customer Service Supervisor
Contract	Permanent – Fixed contracted hours plus additional
Salary	£ 6,183.84 – £ 14,429.00 per annum paid monthly on 7 th 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 Probationary period – 6 months Compliance with Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016
Pension Scheme	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)
Additional Benefits	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.