



JOB DESCRIPTION

Job Title:	Customer Service Specialist Apprentice	Job Number: (Official use ONLY)	
Department / Service:	Princes Hall – Operations Service	Main location: (i.e. where primarily based)	Princes Hall, Aldershot

Hours of Work:	Flexible hours averaging 37 hours per week.	Post Restrictions: (e.g. politically restricted and/or sensitive)	No
Grade & Salary Band: (where appropriate)		Regulated Activity: (i.e. DBS check required)	Yes

Job Purpose: (i.e. Context & summary of why the role exists)	<p>To work as part of the Princes Hall's Sales & Events team, primarily within the Box Office, selling tickets for events at the venue and answering customer enquiries. To be a friendly, welcoming face of the theatre and to provide excellent customer service to all users of the building.</p> <p>Alongside this, to undertake administration duties within the areas of sales, events and marketing and to work as part of the theatre's front of house team during performances.</p> <p>The postholder will undertake the Level 3 Customer Service Specialist Apprenticeship. A structured programme, including off-the-job training, to build skills in customer service excellence, communication, and professional behaviours.</p>
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Principal Accountabilities

1	Box Office <ul style="list-style-type: none"> Efficiently operate the computerised box office system to sell tickets for events. Accurately record customer data on the computerised system. Reconcile cash, cheques, and credit card transactions against daily cash reports. Reconcile shows and events from manual and computerised ticket sales records. Correctly make up floats, and balance tills and floats at the end of shift. Administer merchandise sales income. Maintain and develop the computerised database with customer records.
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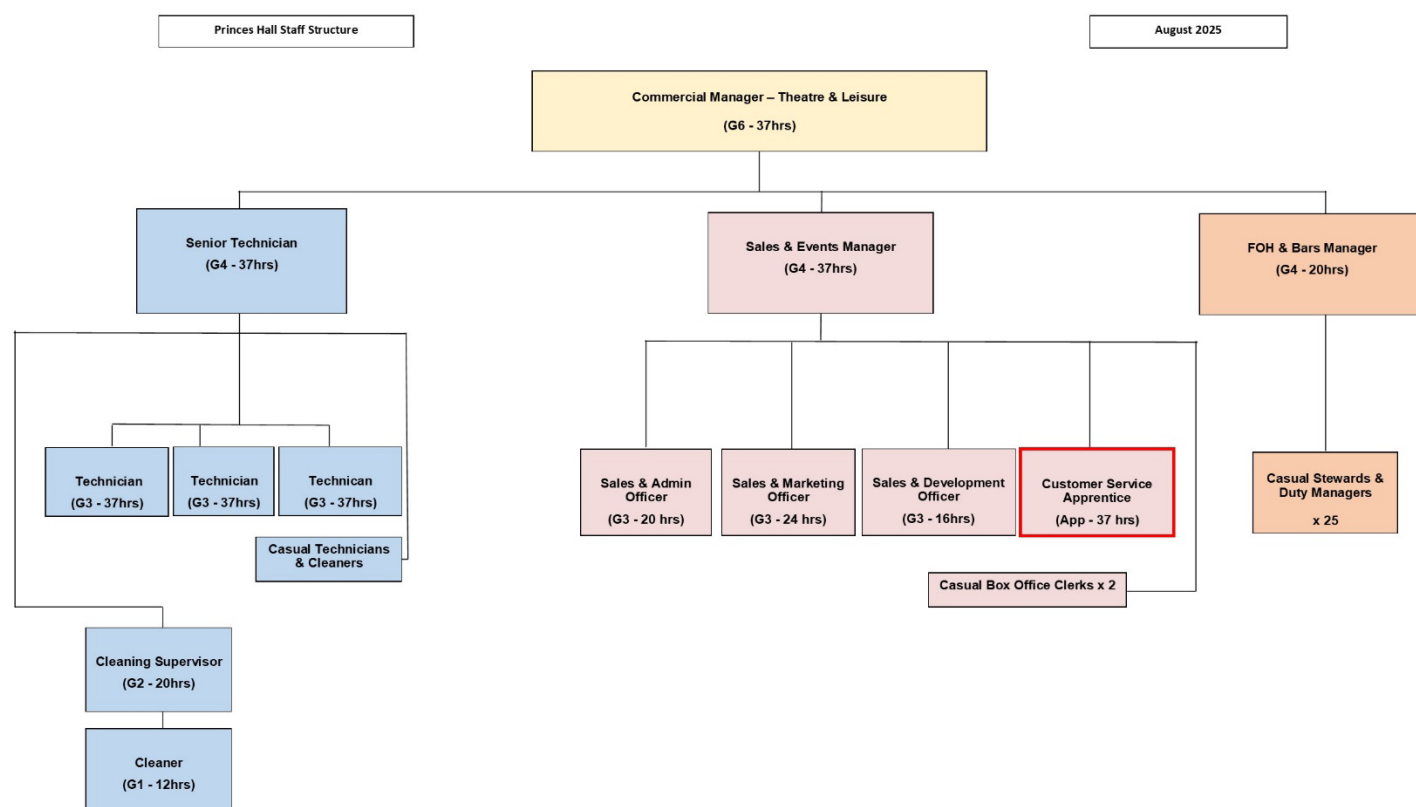
2	Customer Care <ul style="list-style-type: none"> • Deliver excellent customer to audience members and hirers. • Liaise with customers (public, organisations and industry colleagues) over the phone and in person in an efficient and courteous manner. • Be the welcoming face of the Princes Hall for all public, organisations and hirers of the building. • Actively maximise all sales opportunities including secondary spend, cross selling and upselling.
3	Communication <ul style="list-style-type: none"> • Ensure continuity of service delivery between shifts / leave, etc. Accurately relay information to colleagues to minimise potential problems. • Ensure continual awareness of all functions taking place in the venue.
4	Administration <ul style="list-style-type: none"> • Undertake a variety of administrative tasks as directed by the Sales & Events Manager. • Act as an administrator for the venue's Friends Membership scheme.
5	Front of House <ul style="list-style-type: none"> • Work as a steward for events, scanning tickets, dealing with customer queries and communicating any problems to the duty manager. • Work behind the bar, serving drinks and snacks, using the computerised sales system to take payments.

Other Accountabilities

1	Demonstrate commitment to the Council's behaviours framework and corporate values
2	Ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures, and current legislation, including that covering data protection, health and safety, safeguarding children and vulnerable adults, and equalities.
3	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
4	Act as an ambassador for the Princes Hall and Rushmoor Borough Council and to be presentable, friendly and helpful.
5	Undertake any other duties that are commensurate with the requirements of the post
6	Engage fully with apprenticeship learning activities, including workshops, assignments, and reviews with the training provider.

Staff Reports & Responsibilities

Reports	Title(s) or staff number	Grade	Level of mentoring, supervision and/or responsibilities
Responsible to	Sales & Events Manager	4	
Responsible For	-		



Qualifications, Knowledge and Experience

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
An interest in theatre	D	A/I
Experience of a customer service role	D	A/I
Evidence of, and commitment to, continuous professional development	E	I
Experience of working within theatre on either an amateur or professional level	D	A/I

Skills, Attitude and Behaviours

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Excellent customer service skills	E	I
Good organisational skills	E	I
Good communications skills	E	I
Able to work as part of a team	E	I
Enthusiastic and positive attitude	E	I
Smart and presentable	E	I
Attention to detail	E	I

Other Requirements

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Willingness to work towards Level 2 qualifications in English and Maths if not already achieved	E	A
Actively role models the Rushmoor Behaviours and new Corporate Values, and commits to creating a positive, inclusive and diverse culture	E	I
Able to work evenings and weekends on a regular basis	E	I