

SEFTON METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Department: Communities
Section: Arts
Location: The Atkinson

Post: Customer Assistant
Grade: B

Responsible to: Centre Officers

JOB PURPOSE

To be part of a flexible team delivering the highest standards of customer service and customer care engagement with audiences, visitors and customers across The Atkinson.

To be the first point of welcome and contact for visitors to The Atkinson; working in the Theatres, Museum and Galleries, Bars, Library and public spaces as required

To support organisational change in The Atkinson's customer focussed activities and by driving best value from our resources

2.0 MAIN DUTIES

Delivering the best Customer Experience

To support the development and delivery of The Atkinson's services and programmes

To participate in training and development necessary to deliver an ambitious Arts programme, together with an integrated offer across the organisation and from Sefton's Localities team.

Profile & Advocacy

To help raise the profile of The Atkinson's work with organisational change and shared services

Income Generation & Targets

To support delivery of ambitious income targets in the Theatres, Museum and Galleries, as well as Library and Shop if required, including up-selling, promoting offers and selling merchandise.

Public Engagement

To deliver a first-class information and customer service to all users and visitors to the Centre, responding to enquiries about The Atkinson's collections, exhibitions programmes and services and tourism offer.

To support delivery of all relevant engagement initiatives for customers, communities and schools, and outside partners, including representing the service as required.

To ensure that all theatre patrons enjoy a safe, high quality experience.

To support understanding of visitor engagement by encouraging customers to fill in questionnaires and evaluation forms as required.

Staff Development

To provide a high-quality, efficient, courteous and helpful service at all times

To contribute to seamless working relationships with other Customer Assistants and across the Public Engagement team and other teams within the Atkinson.

To maintain professional awareness and personal development for self and others, as appropriate.

Operational Efficiency

To supervise the public with regard to Fire Safety and with regard to the security of The Atkinson and current Health and Safety legislation.

To support reporting, administrative, financial routines, library stock and all other stock management procedures as required

To undertake all operations necessary for the continued effectiveness of the integrated service; for the efficient delivery of services, ensuring that The Atkinson provides a safe, clean, comfortable and enjoyable environment at all times.

Data & Information Management

To adhere to all Sefton Council Data Protection policies

Sustainability

To contribute to The Atkinson's 'Green' strategy including policies on recycling, reduction in energy and water consumption, green transport and collaborative procurement.

To undertake front and back of house cleaning as required

Any other duties commensurate with the grade of the post.

GENERAL CONDITIONS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time, commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

Prepared by: Emma Harrison

Date: 09 July 2025

PERSON SPECIFICATION

Personal attributes required	Essential (E) Desirable (D)	Method of assessment
<u>Qualifications</u> 1. Good standard of literacy 2. Good standard of numeracy	E E	AF I AF
<u>Experience</u> 1. Working directly with the public 2. Working in an arts, theatre, heritage, information and/or retail/bar environment 3. Working in a customer care/service focussed environment. 4. Cash handling and stock management	E D D D	AF I AF I AF I AF I
<u>Skills/Knowledge/Abilities</u> 1. Commitment to the highest standards of customer care 2. Ability to communicate effectively to all visitors, customers and colleagues. 3. Ability to work as part of a team. 4. Proven reliability and punctuality. 5. Dealing with change for self and others 6. Ability to carry out administrative and financial routines, and maintain records to the designated standard 7. Effective use of ICT for personal use and service delivery 8. Ability to be an enthusiastic advocate for The Atkinson 9. The ability to work on own initiative and under pressure	E E E E E E E E E	AF I AF I AF I AF I AF I AF AF I I AF I
<u>Special conditions</u> 1. Able to work flexible hours including evenings and weekends 2. Able to travel to the workplace(s) and elsewhere, as required 3. Uniform, including Identification badge to be worn and to be clean, smart and presentable at all times when on duty 4. A flexible approach to work and working hours is essential. A Flexible Working Agreement is in place, which allows for different hours to be worked each week as dictated by the programme. 5. Some duties will be physically demanding e.g. standing for long periods of time, use of stairs to attend audience.	E E E E E	AF I AF I I I I

AF = Application Form, I = Interview