

## The Beacon Arts Centre

### Job Description

<b>POST</b>	<b>Customer Service Assistant (Casual Pool)</b>
<b>HOURS</b>	As required
<b>SALARY</b>	Living Wage Foundation hourly rate (currently £9.00)
<b>REPORTS TO:</b>	Duty Manager
<b>DATE:</b>	August 2019
<b>JOB PURPOSE:</b>	
<p>Part of the Customer Services Team, Customer Service Assistants will support the busy day to day activity of the Beacon's events and arts programme by working Front of House and Bar.</p> <p>Must be available to work the following dates:</p> <p><b>Must be available for Morning, Afternoon &amp; Evening shifts.</b></p>	
<b>KEY DUTIES:</b>	
<ul style="list-style-type: none"><li>• To provide a high level of customer service</li><li>• To take tickets and lead customers to their seats at theatre shows, concerts and other events</li><li>• To operate the bar during events and performances</li><li>• To sell confectionary, ice cream and other merchandise at shows and events</li><li>• To ensure a well-presented venue through pre-show inspections and post show clear ups including light cleaning duties</li><li>• To provide an effective fire evacuation function</li><li>• To ensure a well-presented Bar for customers at all times</li><li>• To cash up in line with company policy and procedures</li><li>• To undertake relevant training</li></ul>	

**OTHER DUTIES:**

- engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation and the company's health and safety policy
- carry out any other duties that may be requested by the duty manager or other designated managers

**The Beacon Arts Centre**

**Person Specification**

**Casual Pool, Customer Service Assistant**

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training		Previous work experience in the theatre, bar or events sector  Training or certification in the hospitality industry	Application  Certificates
Skills, Knowledge & Competencies	Excellent customer service standards  Experience in carrying out detailed instructions  Experience of cash handling	Experience of working with the public and dealing with detailed enquiries    Experience of working within an arts or theatre setting	Application  Certificates  Interview
Other	Excellent communication skills  Team player		Interview

The information that you provide in this form will be used for two purposes:

1. to monitor the recruitment and selection process to ensure that there is no discrimination;
2. for anonymised statistical and research purposes.

The information you provide will remain **strictly confidential** and will not be used for any other purpose other than those stated above.

The information you provide will **not** be made available to the selection panel.

Please complete all sections of the form by marking the box () or providing information where appropriate in each section. If you are completing this form electronically, double-click the box and select "checked".

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**ETHNIC ORIGIN**

Please look at all of the descriptions of race or ethnic origin listed below. When you have read them all, please tick one box that most accurately describes your race or ethnic origin. These categories are in line with those recommended by the Commission for Racial Equality for Scotland.

<p><b>A) WHITE</b></p> <p><input type="checkbox"/> Scottish</p> <p><input type="checkbox"/> Other British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Any other white background (please state)</p> <p>.....</p>	<p><b>B) ASIAN, ASIAN SCOTTISH or ASIAN BRITISH</b></p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Any other Asian background (please state)</p> <p>.....</p>
<p><b>C) BLACK, BLACK SCOTTISH or BLACK BRITISH</b></p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Any other Black background (please state)</p> <p>.....</p>	<p><b>D) MIXED</b></p> <p><input type="checkbox"/> Asian and White</p> <p><input type="checkbox"/> Black African and White</p> <p><input type="checkbox"/> Black Caribbean and White</p> <p><input type="checkbox"/> Any other mixed background (please state below)</p> <p>.....</p>

<p><b>E) OTHER</b></p> <p><input type="checkbox"/> Any other ethnic background (please state) .....</p>	<p><b>F) NO ANSWER</b></p> <p><input type="checkbox"/> I prefer not to answer this question <input type="checkbox"/> Not Known</p>
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**NATIONAL IDENTITY**

Please look at all of the descriptions of race or ethnic origin listed below. When you have read them all, please tick one box that most accurately describes your race or ethnic origin. These categories are in line with those recommended by the Commission for Racial Equality for Scotland.

<p><input type="checkbox"/> British or Mixed-British  <input type="checkbox"/> English  <input type="checkbox"/> Scottish  <input type="checkbox"/> Irish  <input type="checkbox"/> Welsh  <input type="checkbox"/> Other National Identity  <input type="checkbox"/> I prefer not to answer this question  <input type="checkbox"/> Not Known</p>
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**GENDER**

<p><input type="checkbox"/> Male  <input type="checkbox"/> Female  <input type="checkbox"/> Transgender  <input type="checkbox"/> I prefer not to answer this question</p>
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**DISABILITY**

The Equality Act 2010 states that a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. A 'substantial disadvantage' is a disadvantage which is more than minor or trivial. 'Long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring conditions). Further guidance in relation to the meaning of disability is accessible on the Equality and Human Rights Commission website.

From this description, do you consider yourself to be a disabled person?

Yes

No

I prefer not to answer this question

If yes, please advise what your condition is:

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In terms of the Act we will take steps to make reasonable adjustments to avoid those who have a disability from suffering a disadvantage.

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**AGE**

20 years or younger <input type="checkbox"/>	31 – 40 <input type="checkbox"/>	51 – 60 <input type="checkbox"/>
21 – 30 <input type="checkbox"/>	41 – 50 <input type="checkbox"/>	61 years or over <input type="checkbox"/>

I prefer not to answer this question

**SEXUAL ORIENTATION**

Heterosexual  Homosexual  Bisexual

I prefer not to answer this question

Other (please state) .....

**RELIGION OR BELIEF**

<input type="checkbox"/> Christian: Roman Catholic
<input type="checkbox"/> Christian: Protestant
<input type="checkbox"/> Jewish
<input type="checkbox"/> Muslim
<input type="checkbox"/> Hindu
<input type="checkbox"/> Sikh
<input type="checkbox"/> Buddhist
<input type="checkbox"/> I prefer not to answer this question
<input type="checkbox"/> None

Other (please state)  
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*MEDIA*

In order that we can monitor the effectiveness of our recruitment advertising, please tell us where you learned of this vacancy.

- Beacon Arts Centre Website
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- Prefer not to say
- Other (please state)

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