



worthing theatres and museum

## **Trainee Customer Service Coordinator (18+)**

**KICKSTART**  
**SCHEME**

gov.uk/kickstart



Salary: Current National Minimum Wage (depending on age, based on a full year)

Hourly Rate: Current National Minimum Wage (depending on age)

Hours: 25 per week

Holiday : 20 days p.a. plus 8 standard bank holidays (pro rata)

Contract: 6 months

Place of Work: Connaught Theatre, Union Place, Worthing

Closing Date: 19th July 2021

Interview Date: TBC

### Who We Are

WTM (Worthing Theatres & Museum) is a newly registered charity dedicated to the following primary objectives :

- ☒ Promoting Dramatic Arts, Theatre and other cultural activities at the Pavilion & Connaught theatres, The Assembly Hall in Worthing.
- ☒ At every opportunity, using these cultural activities to advance Education and promote Social Inclusion.
- ☒ The preservation of important historical collections of decorative arts and clothing in Worthing Museum



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## **Job Description**

### **Principal Purpose of Job (Role Summary)**

This post is part of the Kickstart scheme which is a £2 billion fund to create hundreds of thousands of high quality 6-month work placements for young people. This post aims to prepare the candidate for customer service roles with a view to supervisor/team leader levels. The postholder will work with the Customer Experience Manager and Senior Duty Managers to support the department working on events and films alongside team members, assisting with safety checks, department administration and developing supervisor skills. No prior experience is necessary as training will be provided but an interest in the arts and culture sector is desirable.

### **Main Duties, Tasks and Responsibilities**

1. Learn the main duties of a Customer Service Assistant such as checking tickets, taking refreshment orders, completing refreshment orders, organising queues, assisting customers with any queries, assisting on the front desk at the Museum.
2. Assist the Customer Experience Manager with the creation of volunteer and staff rotas.
3. Assist the Duty Manager with all pre-show venue checks.
4. Collate staff timesheets for the Customer Experience team.
5. Basic data entry on spreadsheets.

### **General**

1. Undertake all duties in accordance with WTM policies, in particular those relating to Customer Care and Equal Opportunities.
2. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.



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3. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or WTM policies.

The postholder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that WTM reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The postholder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

### **Additional Employability Support and Training**

The successful candidate will receive the following support and training:

1. 1-2-1 mentoring and progress monitoring
2. CV writing support
3. Interview skills training and mock interviews
4. Access to Cities of Learning online support portal
5. Digital credentials
6. WTM induction training (including equality and diversity, health and safety, safeguarding and fire safety)
7. Systems training (as required)- Gsuite
8. Access to a range of work-based online courses via WTM's learning platform subscription

### **Criteria**

#### Essential

1. Good numerical and literacy skills
2. Basic communication skills
3. Positive attitude and a desire to learn and develop new skills



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4. confident using IT systems (computer, phone, tablet etc)
5. Interest in developing supervisory skills

### Desirable

1. Interest in arts and culture
2. Previous experience in a similar culture environment (work or volunteering)
3. Experience using Excel and Word (or similar)

### **How To Apply**

**If you are interested in applying for this role please visit our website at <https://wtam.uk/job-vacancies/> and download the application form, once filled out please submit this to [business.admin@wtam.uk](mailto:business.admin@wtam.uk) by the closing date.**

Worthing Theatres & Museum is a registered charity and pursues a policy of equal opportunities. Worthing Theatres & Museum values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from all backgrounds and all parts of the community.

All applications are judged on merit.

