



Post Title: Casual Customer Service Assistant

Grade: B

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The Visitor Assistant will provide a warm welcome, actively engage and deliver outstanding customer service to all visitors at our Heritage Sites in all areas. They will maximise visitor's enjoyment of our facilities, optimise opportunities to generate additional income and ensure that the site and assets are safe and secure at all times.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. To provide a friendly, front facing service to our visitors in the cafes, shops, admissions and museums at our heritage sites, actively welcoming, serving and positively engaging with all customers at all times.
4. To ensure all visitors receive a warm welcome and information about the whole site, including all activities and events, and respond to customer enquiries in an approachable and personalised manner
5. To promote all services and products available at the site in an engaging manner, to increase sales of products and services and maximise income at every opportunity.

***This template is to be used for grades NCC-A1 up to NCC-H2 inclusively**



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6. To acquire a good knowledge and provide general information and convey an enthusiastic interest of the heritage sites to customers and members of the public.
7. To provide a vibrant and interesting Museums and Galleries Service by proactively promoting, delivering and supporting others within the Service to deliver a wide range of events and activities including: Costumed/Guided Tours, Talks and Activities, Special Events (public & private)
8. To assist in ensuring the security of the Site as required. Evacuate the heritage sites as necessary in case of emergencies in accordance with agreed procedures.
9. To be knowledgeable of and maintain high standards of service and products, including display, security, presentation, quality and freshness of saleable stock
10. To maintain excellent standards of site and personal presentation at all times by ensuring the heritage sites are clean and tidy at all times by assisting in the daily routine of cleaning, maintenance and sanitation of all areas.
11. To assist with basic administration tasks required in the general running of the site. To operate a cash register and handle/reconcile cash, and credit cards in accordance with Nottingham City Council's financial regulations.
12. To report building and equipment related faults in accordance with guidelines and carry out basic and routine maintenance tasks.
13. Comply with all regulations, legal requirements, guidelines and procedures appropriate to the level of responsibility of this post, including Data protection, The Disability Discrimination Act and Health and Safety requirements.
14. To work with our partners, staff, members of the public and/ or volunteers on projects, assisting volunteers, placements, and new starters.

Numbers and grades of any staff supervised by the post holder: none

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

**Produced by: Chief Operating Officer – Museums Commercial Operations
Date 26/10/24**



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	An interest and enthusiasm for museums and galleries and awareness of tourism industry and ability to convey this to customers, colleagues through your excellent customer service and interpersonal skills	✓	✓	
	An eye for detail and quality standards and an ability to ensure others maintain them	✓	✓	
	Previous experience of working within museum/ visitor attraction, cafes and retail delivering activities to meet customer needs	✓	✓	
	Able to fully undertake all aspects of this varied role and work under pressure	✓	✓	
	An ability to work with, and relate to the needs of volunteers, diverse groups and individuals.	✓	✓	
Customer Service	Track record of maintaining exceptional customer service in a quick service environment	✓	✓	
	An ability to work with, and relate to the needs of volunteers, diverse groups and individuals	✓	✓	

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Administration & Financial Management	Experience of catering administrative systems and procedures.	✓	✓	
	Excellent organisational and administrative skills the ability to manage a varied workload	✓	✓	
	Experience of, or ability to undertake, cash handling and operating a till, computer including keeping accurate financial records	✓	✓	
Work Related Circumstances	Able to work across all museum sites –including evening, weekends essential and bank holidays	✓	✓	
	This is a physically demanding job which requires sustained physical effort walking, lifting etc. Areas include cafes, shops, caves, museums, roofs and outdoors.	✓	✓	
A - Application	AC – Assessment Centre	D – Documentary		