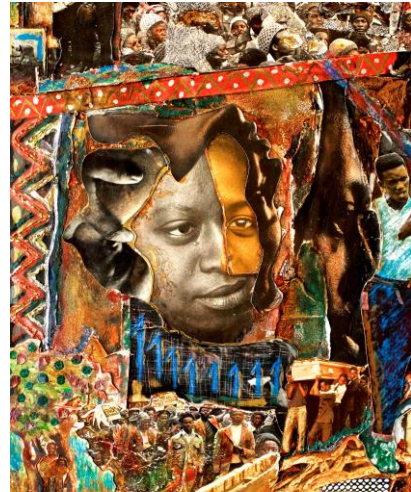




mac

Midlands Arts Centre



Customer Service Assistant

Reporting to: Catering and Promotions Manager	
Location: Midlands Arts Centre (MAC), Cannon Hill Park, Birmingham, B12 9QH	
Post Ref: CSA	Salary: £8.90 per hour
Hours of work: Full-time (37.5 hours)	

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**MAC's salaries are linked to points on the NJC spinal structure. Annual cost of living enhancements, as applicable, are applicable from April each year.*

Job Description

Principal Purpose of Post

To ensure the highest level of customer service is achieved at all times to all customers of MAC and MAC user groups.

Key Responsibilities

Commercial

- To provide a high level of customer service at all times.
- To assist in all areas of the Food and Beverage operation as directed by the line Manager on duty.
- To work on the service counters and in service areas as required serving customers to approved standards.
- To ensure all food and beverages on sale and display are to the correct standard and attractively presented at all times.
- To keep all working and service areas fully prepared throughout the day and fully stocked, accordingly keeping all customer areas clean and tidy and in a state of readiness at all times.
- To take accurate orders and input the correct data into the till system.
- To operate the till correctly, to handle cash, cheques, credit cards etc. to provide the required service.
- To take accurate orders and input the correct data into the till system.
- To operate the till correctly, to handle cash, cheques, credit cards etc. to provide the required service.
- To develop a sound knowledge and understanding of the products and services within the food and beverage arena.
- To adhere to opening and closing and shift changeover procedures in each working area and report any problems to a line manager.
- To monitor the behaviour of customers to ensure that this is acceptable at all times and report any problems to a line manager.
- To handle customer issues and complaints to the best of your ability in the first instance and to report to a line manager any customer complaints or discrepancies that you cannot deal with.
- To carry out any instructions or tasks as reasonably requested by a line manager.
- To maintain excellent customer and staff relations at all times.
- To wear the correct uniform whilst maintaining the highest standards of presentation and personal hygiene.

General

- To ensure excellent customer service to MAC customers and staff.
- To communicate effectively within the food and beverage and customer service areas and within other departments.
- To be proactive in self-development.
- To assist where possible in the staffing schedule.
- To help maintain a high level of morale in the service areas.

Health and Safety

- To aid in responsibly ensuring the hygiene, cleanliness and health and safety of the service areas.
- To ensure that stock is rotated, labelled and stored in compliance with food hygiene procedures.
- To comply with all fire and safety regulations.
- To report any important issue to a line manager.
- To implement and follow strict rules on personal hygiene.

Administration

- To help maintain all records as required relating to deliveries and storage of stock.
- To ensure all food safety documentation including COSHH and HACCP records are kept up to date.
- To comply with all company policies and undertake any other reasonable duties as required.
- To maintain operational procedures, including practices as stipulated by Environmental Health and Weights and Measures.

Equal Opportunities & Diversity

All staff are expected to further, promote, and ensure the implementation of, the equal opportunities and diversity policies of MAC.

Note

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes in legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Hours of work will include weekend and evening work.

Person Specification

A person specification describes the areas of knowledge, skills and experience a person should possess in order to take up the post.

Essential

- Previous experience of working to high standards of customer service.
- Passionate about food and service.
- Ability to remain calm and work under pressure.
- Excellent spoken English.
- Excellent organisational skills and a self-motivator, able to work effectively in a team environment.

Desirable

- Previous experience of working in a food and beverage related customer service outlet.
- Previous experience of tills and cash handling.
- Current hygiene certificate.
- An interest in a variety of Art forms.
- Previous experience in a theatre or Arts centre environment.

How to Apply

To apply for this post please complete the attached application and monitoring forms.

Applications may be sent electronically to: personnel@macbirmingham.co.uk

They may also be sent by post to:

HR Manager, Midlands Arts Centre (MAC), Cannon Hill Park, Birmingham, B12 9QH

Deadline

Applications can be received at any time until the end of July 2019 and will be assessed on a rolling basis.

Shortlisting

Shortlisted candidates will be notified.

Interviews

To be arranged with short-listed candidates.

Application Guidance Notes

Application Forms

Stand-alone CVs will not be accepted; all applications must be completed using an application form. We cannot guarantee to consider additional documents. We recommend you put as much information as possible in your supporting statement (the space for you to outline skills, experience or qualifications that especially suit the job).

Educational and employment history

Please list your educational and employment history fully, starting with the most recent events. You may also include in your employment history any voluntary work you have undertaken. Please also explain any periods in which you were not in employment or education.

Additional pages

Your supporting statement should not exceed three pages. Examine the recruitment pack and hopefully this will help you decide whether or not to apply. In order to make your application as effective as possible, look at the Person Specification and give evidence to demonstrate which of the skills, qualifications, knowledge and experience you have, including relevant skills gained outside the work place.

References

Please be sure to give full contact information for both of your referee's i.e. full name, postal address, telephone number and e-mail address if possible. Please also indicate in what capacity you are known to them. We will only contact the referees of those individuals who are offered the post.

Equality and Diversity

MAC is firmly committed to principles of diversity and equality and this is firmly established in our recruitment process. Personal information and the equal opportunities monitoring section of the application form are removed before consideration by the panel. No job applicant or employee receives less favourable treatment than another on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Single Equality Act 2010).

Returning your application

Please note that due to the large volume of applications that we receive we will only confirm receipt of applications if confirmation is requested.

Declaration

Please read the declaration carefully before submitting your application form. Submission of your application form by e-mail will be taken as you confirming you have signed the form. Please do not send an additional hard copy.

Contacting applicants

Following each application received, we will only contact shortlisted applicants. We do not contact applicants who have been unsuccessful at the short-listing stage due to the high volume of applications we receive, and we are unable to respond to requests for feedback at this stage for the same reason. If you do not hear from us it means unfortunately that you have been unsuccessful in your application.