

Key requirements and duties:

- To be responsible for the Health and Safety of all visitors whilst on shift
- To assist in the completion of all daily/weekly/monthly statutory operational checks.
- To assist the Duty Manager to deliver a first-class level of customer service and delivery of agreed standards and service levels in all areas.
- To provide a point of contact for all Arena customers whilst on shift, including giving advice, handling complaints, answering queries and providing documentation both by telephone and in person.
- To respond to & resolve issues as they relate to customers and the facility in all aspects.
- To ensure that the Health & Safety regulations are met by all customers, staff, contractors and visitors to the Arena.
- To personally participate on the rota including weekends, evenings, early mornings, late finishing and possible over night shifts.
- Helping the Reception staff with fulfil the customer needs.
- Cleaning and tidying the whole Arena (inside and outside areas).
- Issuing equipment to customers.
- Monitoring locker usage.
- The setting up and breaking down of equipment including the Arena seating.
- Collecting used equipment kit and preparing it for re-use.
- Helping the Catering team fulfil the customer needs.
- Helping customers around the Arena especially during corporate and major events.

Carry out all tasks with regard to relevant legislation and the Foundation's Normal Operating Procedures (NOPs) including:-

- Providing a safe workplace (Daily, Weekly, Monthly check sheets)
- Carry out all duties with regard to relevant legislation and the Foundation's policies and procedures including:-
 - The Foundation's Health & Safety Policy
 - The Foundation's Financial Regulations
 - The Foundation's Equal Opportunities Policy and related policies
 - The Foundation's Environmental protocols and related policies
 - To assist the Duty Manager with management and maintenance of the Arena's infrastructure, plants, equipment and buildings, including fault reporting and equipment inspections (fire extinguishers etc).
- Other reasonable requests made by the Duty Manager and Arena Management Team

Personal skills and qualities

- Commitment and dedication
- Excellent attention to detail
- Excellent communications skills
- Excellent interpersonal skills and the ability to provide exceptional customer service
- Excellent organisational skills
- Ability to multi task, prioritise and plan effectively
- Flexibility

- A friendly and professional manner when communicating with public, other staff and business visitors
- Ability to use your own initiative
- Ability to remain calm under pressure
- Demonstrable experience of working with organisational procedures and guidelines, including Health & Safety, employee handbook and policies
- Proven experience of facing customers and/or providing customer services
- Ability to set up and break down equipment including tables and chairs
- Cleaning is part of the role including the use of cleaning equipment
- Carrying equipment is a requirement
- Ability to work indoors and outdoors environments.
- Ability to work weekdays, weekends, early and late shifts, including over nights when required
- Able to perform repetitive tasks with accuracy
- Able to work independently and unsupervised for several hours at a time
- Able to organise your own work on the basis of instructions

Role competencies

- A welcoming and engaging member of the team
- To engage team members in the Foundation's vision, mission, values and strategy
- To aspire to deliver an excellent service
- To continually improve the effectiveness and efficiency of the service
- To perform the role in the best interest of the business

Experience and qualifications

- Previous customer service experience
- Experience of working in a leisure environment
- Literate at GCSE qualification level C or equivalent in experience and/or qualification
- Numerate at GCSE qualification level C or equivalent in experience and/or qualification
- Demonstrable ability to exchange information verbally
- Effective in facing customers and/or providing customer services, able to deal with varied customer demands, including their emotional demands of others, have the ability to establish rapport easily, handle disagreement conclusively and to reach positive resolutions to issues