

# Job specification



**Job title: Customer Services Assistant – Culture, Arts & Heritage**

**Service: Customer Services**

**Grade: G4**

**Reporting to: Assistant Business Partner – Culture, Arts & Heritage**

## Your job

You will provide a comprehensive, efficient and effective level of customer services acting as the first point of contact for queries received by the Culture Team. Working across museums, archives, and other cultural venues within the service, you will provide advice and assistance to customers and have a thorough understanding of cultural opportunities in the borough.

You will carry out a range of administrative tasks to support the Culture Team including, but not limited to, arranging meetings, taking minutes, responding to correspondence, answering calls and producing promotional documentation when needed.

Where possible, with the support of your line manager, you will link customers in to wider cultural opportunities with our cultural partners from across the borough including our library service and cultural events and activities that will enrich customers lives.

Shift patterns vary, Monday to Saturday, between 08:50-17:10. Out of hours cover may be required in line with the needs of the service including evening work to cover events. In such circumstances you will be allocated equivalent time off Monday to Saturday.

### Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

In the next 12 months, you will:

- Support the delivery of the Cultural Manifesto
- Handle and respond to basic enquiries from the public and deliver excellent customer services
- Learn and develop within the Culture Team to understand the cultural offer in Wigan and the strategic goals of the Cultural Manifesto
- Act as a first point of contact for customers making enquiries with the Culture Team
- Undertake any functions as requested by management in line with the Job Description

On an ongoing basis you will:

- Utilise intuition and decisive customer service skills which enable face to face delivery to be achieved at the first point of contact

- Promote and encourage volunteering opportunities to customers that engage with the Culture Team, to support and enable experiences that build confidence, self-reliance and provide positive experiences and outcomes.
- Assist with volunteer led projects, supporting the production of programmes and exhibition displays including undertaking research, administration and mounting display panels, preparation and display
- Deliver high levels of customer service that improve satisfaction levels and are recognised nationally as an exemplar of Excellent Customer Service provision
- Undertake any training required to work effectively in the Customer Services Assistant – Culture, Arts & Heritage role
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

### In this job you will need

You must be able to demonstrate the following essential requirements:-

- 5 GCSE Grade C or above or equivalent, or demonstrable experience
- Evidence of continuous personal development
- Experience of working effectively as a part of a team whilst having the ability to use your own initiative
- Ability to input, verify and extract data from IT systems and use basic IT software eg. Microsoft Word
- To be able to support with the Culture Team's priorities including delivery of the cultural manifesto.
- To be able to provide an excellent level of customer services both face to face and over the telephone
- The ability to build rapport with customers to understand their circumstances and work with them to achieve resolution at the first point of contact
- To put the customer at the heart of everything you do
- Have an ability to work flexibly in line with the demands of the service

### Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

**Be Kind...** be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough