Directorate: Tyne and Wear Archives and Museums

Division: Communities

Post Title: Customer Service Officer AA3736

Evaluation: 472 points   **Grade:** N6

Responsible to: Customer and Facilities Manager

Responsible for: Staff as allocated

Job Purpose: To manage the day to day operation and provision of visitor services provided within an assigned venue.

Main Duties: The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Responsible for the day to day operation of visitor services, prioritising the delivery and promotion of high quality services and events to visitors. Respond to enquiries and resolve any day to day issues which may arise.

2. Supervise staff on a daily basis, including staff deployment, development, coaching and mentoring.

3. To actively promote TWAM retail and fundraising activities to encourage visitor spend.

4. Ensure that the Customer and Facilities Manager is made aware of any emerging issues or problems relating to staffing matters, or the venue, which may impact on the quality of service delivery.

5. Assist in the operational management and security of the venue, maintaining standards of service and ensuring the safety of visitors as required.

6. Contribute to the setting of performance standards and targets and produce reports and business information as required.

7. To handle and reconcile all forms of payment and income in accordance with TWAM financial procedures.

8. Contribute to the development and delivery of services and programmes of activity, including the setting-up of events and exhibitions.

9. To actively promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

10. To assist in maintaining a healthy, safe and secure environment and to act in accordance with TWAM Health and Safety Policies and Procedures.