

Person Specification

Customer Service Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Experience of successfully motivating and leading a team
- Demonstrable commitment to delivering excellent customer service.
- Demonstrable experience of commercial awareness including different income generation techniques
- Strong and effective interpersonal skills (especially communication, motivation and team building).
- Ability to produce, monitor and evaluate records and write reports.
- Knowledge of building management, security and health and safety procedures
- Able to plan to meet visitor and operational needs
- Competent IT skills
- Able to respond to unplanned situations in a calm and capable manner.
- Able to work on own initiative
- Experience of overseeing the manual moving and handling of equipment and/or collections
- Committed to Equal Opportunities & anti-discriminatory practice

Desirable

- Experience of events management
- Trading and retail experience
- Experienced in use of audio and visual equipment
- Experienced in staff scheduling and deployment

Part B

The following criteria will be further explored at the interview stage:

- Experience of successfully motivating and leading a team
- Demonstrable commitment to delivering excellent customer service.
- Demonstrable experience of commercial awareness including different income generation techniques
- Strong and effective interpersonal skills (especially communication, motivation and team building).
- Ability to produce, monitor and evaluate records and write reports.
- Knowledge of building management, security and health and safety procedures
- Able to plan to meet visitor and operational needs
- Competent IT skills
- Able to respond to unplanned situations in a calm and capable manner.
- Able to work on own initiative
- Experience of overseeing the manual moving and handling of equipment and/or collections
- Committed to Equal Opportunities & anti-discriminatory practice

Additional Requirements

- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- The role requires job holders to work to a rota which will include regular rostered weekends and the job holder will also be required to support some evening hours and call outs out of hours.