REDHILLS
DURHAM MINERS HALL

JOB DESCRIPTION & PERSONAL SPECIFICATION: CUSTOMER SERVICE ASSISTANT

Post Title:	Customer Service Assistant
Contract Type:	Casual
Salary:	£12.21, plus holiday uplift (£1.55ph) = £13.76ph
Responsible to:	Duty Manager
Hours:	Casual
Location:	Redhills, Durham Miners Hall
Probationary Period:	6 Months
Holiday:	As a casual post, a 12.75% uplift will be added to the hourly rate
References and Right to Work:	Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

ABOUT REDHILLS

Durham Miners' Association New Hall and Offices, affectionately known as Redhills, stands as a testament to the rich history of social progress and community enterprise in North East England. Opened in 1915, Redhills was designed by H. T. Gradon in Edwardian Baroque style to replace the former Miners' Hall building in North Road.

Today, Redhills continues to be a vibrant hub of community activity, preserving the rich history of the mining industry while also inspiring future generations. The building serves as a venue for cultural events, conferences, and exhibitions, attracting visitors from all walks of life. The hall stands as a reminder of the struggles and triumphs of the past, offering insight into the social and economic transformation that occurred in North East England.

PURPOSE OF THE POST

To provide excellent customer service and a first-class welcome to the patrons of Redhills. Main duties include providing Stewarding services and assisting in the Bar. Applicants must be flexible, able to work evening and weekends as required and be able to meet the training requirements of the post. This is a hands-on role – you will help to prepare event spaces, the bar, and directly support customers.

DUTIES AND RESPONSIBILITIES OF THE ROLE

1. To provide a high level of customer service to all customers, including Patrons Hirers, Promoters/Agents and handle any associated enquiries in a quick efficient and friendly manner.
2. To provide information relating to the venue's vision, programmes, community opportunities and products upon request
3. Ensure that all public and work areas, including bars, auditoria, workstations, toilets, storage areas and performance spaces are neat, tidy and maintained to the highest of standards, including litter picking and glass collecting during and after performances.
4. Carry out stewarding duties, ensuring opening and closing of doors, checking tickets, assisting patrons with seating and assist in the selling of programmes, merchandise etc.
5. To assist in the Box Office function, including processing tickets, keeping accurate records via the computerised systems and assisting in promotions, initiatives and campaigns as directed.
6. To assist in the provision of the bar service, ensuring customers are served in an efficient and friendly manner, glass collection, ensuring the bar is fully stocked and ensuring the bar area is kept clean and tidy.
7. Ensuring that customers comply with the smoking restrictions within and around the building
8. To be fully conversant with the fire emergency procedure. To be responsible under the Health and Safety Act for a 'Duty of Care', looking for anything that may endanger the public. E.g. obstruction of fire exits or passageways / aisles or periodically checking floor areas for debris breakage's and spills

SUPPORT AND WORKPLACE ADJUSTMENTS

We are committed to making reasonable adjustments to support employees with disabilities or accessibility needs. This includes providing appropriate equipment, adaptations, or other workplace adjustments to enable staff to carry out their role effectively, in line with the Equality Act 2010.

YOUR RESPONSIBILITIES

As part of the team at Redhills, you will:

- Champion fairness and inclusion, ensuring that all colleagues and visitors are treated with respect and given equal opportunities.
- Handle confidential information responsibly, following data protection policies and good practice.
- Follow health and safety policies, ensuring a safe working environment for yourself and others.
- Be open to learning and development, growing your skills and knowledge as part of your role.
- Help keep children and vulnerable adults safe, reporting any concerns to the appropriate service and following Redhills' safeguarding policies.

This job description provides a general outline of your responsibilities. These may change over time, but any adjustments will reflect the nature and level of the role.

PERSONAL SPECIFICATION

Essential Skills & Experience

✓ Customer Service experience in similar role
✓ Good telephone manner and skills
✓ Excellent verbal and written skills
✓ Excellent Communication skills and experience of face to face customer contact
✓ Reliable and punctual, with excellent time management skills.
✓ Ability to deal with trying situations in a calm and professional manner
✓ Ability to work as part of a team or alone
✓ Flexible availability, able to work evenings and weekends as required.

Desirable Skills & Experience

➕ Numerical Skill and Cash handling experience
➕ A passion for community events and heritage spaces.
➕ Cash handling experience.
➕ Understanding of licensing laws related to events and hospitality.
➕ Confidence in using computerised systems for bookings, reports, and cash reconciliation.

Training & Support

We will provide any necessary training to help you succeed in the role. However, the following certificates or training would be useful:

Desirable Training (Not Essential)

- Personal Licence (for alcohol sales supervision)
- Health & Safety
- Manual Handling
- SIA (Security Industry Authority) Licence
- First Aid
- Dementia Awareness
- Disability and Deaf Awareness (DDA) Training
- LGBTQ+ Awareness Training