

Candidate Pack



HELLO & WELCOME

Thank you for your interest in this role. It's an exciting time to join The Mill Arts Centre, as we are now in our fourth year as an Arts Council England National Portfolio Organisation (NPO).

Our Customer Service Assistants are responsible for the delivery of efficient and effective Customer Service across both our Box Office and Café Bar, ensuring that The Mill Arts Centre Trust is a welcoming and vibrant space for audiences, customers and artists.

ABOUT THE MILL

The Mill is a small multi-art form venue with big ambitions. Situated in the North Oxfordshire market town of Banbury, it is the focus of cultural life as the only public arts and performance venue in the Cherwell District.

Our 237-seat theatre plays host to theatre, dance, comedy and music events which run alongside a packed creative learning and participation programme with a focus on both visual and performing arts.

Increasingly we are working outside of our building and in partnership with a wide range of organisations to ensure that all in our communities can experience the benefit of seeing and taking part in professionally led creative and cultural activities.

Having recently become a National Portfolio Organisation for Arts Council England in 2023, successful candidates will join our ambitious team at a hugely exciting time. This is an opportunity to become part of a team that is passionate in securing The Mill's place as the cultural heart of the region for generations to come.



OUR MISSION & VALUES

CONNECTING YOU TO THE ARTS

We are here for everyone to experience the arts in whatever way they choose, discovering moments that connect us and bring us together.

We believe in the transformative power of the arts; not only to uplift individuals and communities, but also to entertain, support well-being, and, above all, bring happiness.

We will ensure that everyone in our communities can benefit through delivery of our 5 missions:

NURTURING YOUR CREATIVITY

Providing opportunities to be creative at every stage in life

YOUR VENUE FOR ARTS AND ENTERTAINMENT

Banbury's creative hub and the home for live performance

CELEBRATING YOUR STORIES

Exploring what connects us through culture

YOUR HOME FOR DANCE

Supporting a thriving community of dance artists and audiences to shine a vibrant light on Banbury

BRINGING CREATIVITY AND CULTURE TO YOU

Reaching new audiences in unexpected places

Our organisational values:

TRUST

- It's never about us. Our plans and programme are driven by what our communities want and need.
- Trusting artists to do what they do best and valuing their work
- Consistently reliable and high quality; building trust with our audiences
- Taking our responsibilities seriously: to our environment, our people and communities

FOR ALL

- We will nurture a tolerant, respectful and open-minded culture of acceptance where everyone can belong
- We respect choice – people with differing views and experiences are equally welcome and valued
- Inclusivity is at the heart of what we do: exploring ways to identify & remove potential barriers to access

ASPIRATIONAL

- Dreaming big: Ambitious in the scale of our vision for the communities we serve
- Raising aspirations amongst our audiences through showcasing a world of opportunity and experiences through our programme
- Nimble in identifying opportunities to bring our vision to life

VIBRANT

- Bringing colour, creativity and life to the places where we live, work and play
- Whilst at times we may seek to challenge or provoke, happiness and joy are never far from what we do.
- Passionate advocates for the role of creativity and culture to transform communities



ABOUT THE ROLE

Post: Customer Service Assistant

Line Manager: Assitant Operations Manager

Accountable to: Operations Manager, Assistant Operations Manager, Duty Managers.

Salary: £12.71 per hour

Hours: 0 Hour contract to include evenings and weekends

Holiday: 12.07% of hourly wage per hour worked

Probation Period: 3 months

Place of work: The Mill Arts Centre and occasional off-site events in Banbury and Bicester

KEY AREAS OF RESPONSIBILITY

Customer Service

- Deliver consistently high standards of customer service, ensuring every customer receives a positive and welcoming experience.
- Build positive relationships with customers by providing helpful, accurate, and timely information.
- Anticipate customer needs and take a proactive approach to resolving enquiries and issues.
- Maintain a thorough knowledge of the organisation's facilities, services, policies, and procedures to provide accurate advice and guidance.
- Ensure the reception and customer-facing areas are clean, organised, welcoming, and well-presented at all times.
- Ensure all visitors, including those with disabilities or additional access requirements, receive an inclusive, accessible, and welcoming service.
- To effectively deal with all customer comments or complaints, escalating them to the Operations Team Management as appropriate.
- Recognise and respond appropriately to safeguarding, health and safety, or emergency situations affecting customers.
- Collect customer feedback and identify opportunities to improve the customer experience.

Bar

- Provide efficient, friendly, and professional bar service, delivering an excellent customer experience at all times.
- Prepare and serve alcoholic and non-alcoholic beverages in accordance with licensing legislation, company procedures, and responsible service practices.
- Prepare and serve food in compliance with all food safety and hygiene regulations.
- Maintain a thorough knowledge of the bar menu, products and pricing to confidently advise customers and make recommendations.

- Proactively upsell beverages, snacks, and visiting companies' merchandise to maximise sales and enhance the customer experience.
- Accurately process payments using the point-of-sale (POS) system and balance transactions in accordance with cash handling procedures.
- Maintain appropriate stock levels by replenishing, rotating, and storing stock correctly within bar and storage areas, reporting shortages as required.
- Assist with stock deliveries, stock counts, and inventory control to minimise waste and ensure product availability.
- Maintain the highest standards of cleanliness, hygiene, and presentation behind the bar, in customer areas, and within the foyer and gallery spaces.
- Set up and close down bar areas in accordance with operational procedures, ensuring all equipment is clean, secure, and ready for service.
- Promote responsible alcohol consumption and refuse service where required in accordance with licensing legislation and organisational procedures.

Box Office

- Provide a professional, efficient, and welcoming Box Office service, assisting customers with ticket purchases, class bookings, memberships, and general enquiries in person, by telephone, and online.
- Process bookings, reservations, exchanges, refunds, and cancellations accurately and efficiently, ensuring all ticketing procedures are followed.
- Maintain accurate Box Office records and customer information, ensuring all systems are updated promptly and operated in accordance with data protection legislation and organisational policies.
- Operate the Box Office and point-of-sale (POS) systems accurately, processing payments and balancing transactions in line with cash handling procedures.
- Maintain a thorough knowledge of all performances, events, classes, pricing, promotions, memberships, and venue facilities to provide accurate information and maximise sales opportunities.

- Promote and upsell relevant events and memberships where appropriate to maximise customer engagement and revenue.
- Proactively promote performances, classes, memberships, merchandise, gift vouchers, and other products and services to increase attendance and revenue.

Reception

- Manage the organisation's telephone system, answering incoming calls promptly and directing them to the appropriate department or member of staff.
- Take accurate messages, forward emails, and maintain effective internal communication to ensure enquiries and information are dealt with efficiently.
- Receive, record, and distribute incoming post, parcels, courier deliveries, and other correspondence, notifying relevant staff of their arrival.
- Sort and distribute outgoing mail as required, including postal tickets.
- Respond to telephone, email, and face-to-face enquiries promptly, professionally, and in accordance with service standards.
- Assist with administrative tasks as required.

Building

- Maintain high standards of housekeeping, cleanliness, and presentation throughout all public and customer-facing areas.
- Be familiar with the building's security, fire alarm, and emergency procedures, reporting any faults or concerns promptly to the Operations Management Team.
- Assist the Duty Manager during emergency situations, including acting as a Fire Marshal during evacuations, in accordance with organisational procedures and training.
- Carry and monitor a two-way radio during shifts, responding promptly to operational requests, incidents, and emergencies.

- Take reasonable care for your own health and safety and that of colleagues, customers, volunteers, and contractors, reporting hazards, accidents, and near misses promptly.
- Contribute to maintaining a safe, secure, and welcoming environment for customers, staff, volunteers, and visitors at all times.

PERSON SPECIFICATION

Essential	Desirable
• Strong communication skills with both customers and team members • Excellent customer service skills • Ability to maximise sales • Able to work flexible hours on a rota system including evenings and weekends. • Clear and friendly manner • Confidence in working with a diverse range of people • Ability to remain calm and effective when working under pressure • Willingness to learn • Team player • Initiative • Honesty and integrity • Attention to detail • Good numeracy and literacy skills	• Previous bar and/or food preparation experience • Barista trained with knowledge of specialist coffee • Experience using tills • Experience working in an arts venue • Cash handling skills • Understanding of Health and Safety within a customer facing environment • Passion for the arts and / or charity sector

HOW TO APPLY

Please apply by sending a completed [application form](#) to Ben Smith, Assistant Operations Manager (ben.smith@themillartscentre.co.uk).

If you have any questions or require assistance, please contact ben.smith@themillartscentre.co.uk

Good luck!