

A map of Scotland is shown in a light green color. Overlaid on the map are several large, colorful triangles pointing downwards. The triangles are colored blue, yellow, green, pink, and purple. The top of the map is partially obscured by a dark grey banner.

Recruitment Pack for

Customer Experience Assistant

Hours: 24 hours per week
Location: Heart of Hawick Cafe
Closing Date: 12th May 2024
Job Ref No: 0806
Salary: Grade 1 £12.00 - £12.40
(£23,151.40 - £23,923.12)

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Department
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

If you would like to apply for this post, all you need to do is click [here!](#)

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.

Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team led by the CEO provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.



Our Department



Formerly a disused spinning mill featuring a 14-foot high Victorian waterwheel, Heart of Hawick has been completely transformed into Hawick's premier entertainment venue.

An 108 seat auditorium screens quality crowd-pleasers and family films, foreign language and arthouse showings as well as broadcasts of the latest productions from the National Theatre, Royal Shakespeare Company and Royal Opera House.

We also host some wonderful performances with regular live music events and a theatre programme throughout the year. A unique and creative space Heart of Hawick also encompasses a popular café bar, rentable workspaces of multiple sizes and meeting rooms to hire.

JOB DESCRIPTION AND PERSON SPECIFICATION

Post Title:	Customer Experience Assistant
Directorate:	Commercial – Heart of Hawick
Reporting to:	Relevant Service Manager

Job Purpose:

The Customer Experience Assistant will act as the first point of contact for customers across all our facilities and services, promoting a friendly, clean and welcoming environment and ensuring an excellent customer experience.

Responsibilities:

1. Ensure the Customer Experience is of the highest standard so that the reputation of the service is enhanced and sales targets are achieved.
2. Meet and provide an excellent welcome for visitors to the venue.
3. Accurately deliver local visitor information using a range of resources including, on site materials and digital tools.
4. Collect and record sale data.
5. Promote personally and collectively the ethos of complete customer care in all areas of the service within and outwith the venue.
6. Carry out ticketing and retail sales to the public (operating computerized till and ticket booking system), accurately follow cash handling, cashing up and reconciliation procedures.
7. Maintain health and safety and hygiene in all areas and to assist in the event of an emergency.
8. Display, prepare and serve food/beverages.
9. Follow all alcohol sales procedures.
10. Ensure quality and offering of service is maintained.
11. Control stock rotation and manage stock levels.
12. Adhere to Environmental Health standards, recording temperatures, personal hygiene, cleanliness of work area/customer areas and bar.
13. Follow daily cleaning and housekeeping tasks associated with maintaining an excellent customer service experience, including but not limited to; clearing tables and disposing of waste food, washing up, cleaning of equipment and stores.
14. Any other duties as specified by Supervisor or Manager.

Other details:

Requirement to work out of hours or weekends – regular evening and weekend work will be required.

Any training required will be provided.

Requirement for PVG/Disclosure check – no

Person Specification:

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
Good standard of education	A		
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Experience in a customer service role	A / I	Experience of cash handling	A / I
Experience in a food service role	A / I	Customer Service Experience	A / I
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Communication skills	I / R	Verbal and numerical skills	I
Ability to use initiative	I / R		
Problem solving	I		
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Warm, friendly and personable	A / I / R		

KEY

A - Application

I – Interview

R– Reference

T - Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Heart of Hawick cafe (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	24 hours per week worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.