

JOB DESCRIPTION

JOB TITLE	Customer Service Officer
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Estates Manager
COUNTERSIGNING MANAGER	N/A
GROSS ANNUAL SALARY	£22,500 - £25,000
HOURS OF WORK	35 hours per week; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Estates Manager Venue and Facilities Manager Facilities Assistants Space Management Officer Students Staff
INTERNAL	
EXTERNAL	Contractors Visitors/Guests Visiting professionals
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
BENEFITS	After six months of continuous service and on successful completion of the probationary period, you will become eligible for the following benefits:
(1) GROUP LIFE ASSURANCE	LAMDA offers a death in service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(2) SEASON TICKET LOAN	LAMDA offers an interest free loan for the purchase of an annual season ticket
(3) CHILDCARE BENEFIT SCHEME	LAMDA offers childcare vouchers as part of a salary sacrifice scheme. This benefit will enable employees to make significant savings on their tax and national insurance contribution

(4) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee assistance programme (EAP) which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week.
--	---

JOB PURPOSE

- To be part of the welcoming team for LAMDA
- To be responsible for the Customer Service Desk and ensuring that LAMDA students, staff and guests receive an exceptional customer service
- To respond to requests for assistance and work with the Facilities Assistants and others to complete with such requests where possible
- To support the Estates Manager and House and Facilities Manager where required
- To support the House team where required

DUTIES AND RESPONSIBILITIES

- Work closely with:
 - Estates Manager
 - House and Facilities Manager
 - The Space Management Officer
 - The Facilities Assistants
- To manage the Customer Service Desk via TOP desk and triage all requests for support and assistance ensuring that the request gets to the correct person or team to resolve
- To cover the Service Desk between 09:30 & 17:30 as required, ensuring that:
 - Service Desk requests are responded to and completed in a timely manner
 - Visitors and Guests are greeted and assisted
 - All incoming calls are dealt with
 - Telephone contact lists are maintained
 - All incoming and outgoing post is processed
 - Locker keys swipe cards for students and staff are issued; maintaining accurate records and producing reports where necessary, disabling lost and returned cards.
 - Students' absences are compiled and shared accordingly
 - Any other reasonable request is completed
- To task the Facilities Assistants and ensure that the Service Desk is staffed as needed and timetable work accordingly
- To manage booking of tickets and events through the box office system and to support the casual Box Office staff when required
- To support the House and Facilities Manager to ensure that all duty managers and casual staff are fully trained, specifically in relation to evacuation procedures and health and safety practices when the House is open
- To develop and improve merchandise offerings and to be confident in selling and promoting them
- To undertake any other duties that may reasonably be requested by the Executive Director, the Estates Manager or House and Facilities Manager
- This Job Description may be subject to reasonable review

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<ul style="list-style-type: none"> -Excellent verbal communication -Excellent written communication -Problem solving attitude 	<ul style="list-style-type: none"> -Experience in running or operating a small café or bar -Experience in stock and cash handling in an organisation 	Application/Interview
KNOWLEDGE	<ul style="list-style-type: none"> -Knowledge of customer service methods and processes -Knowledge of general health and safety regarding the public -Good ICT skills 	<ul style="list-style-type: none"> -Knowledge of Service Desk Software -Knowledge of a ticketing system -Knowledge of food hygiene and safety 	Application/Interview
EXPERIENCE	<ul style="list-style-type: none"> -Previous experience in a customer facing service desk -Working in the theatre/entertainment industry -Duty management experience in an arts or entertainment based organisation 		Application/Interview
QUALIFICATIONS		-Qualified First Aider	Certificates (If applicable)
QUALITIES	<ul style="list-style-type: none"> -Great interpersonal skills -Confidence in creating a relationship with customers -Empathetic and supportive and willing to help 		Application/Interview

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

ABOUT LAMDA

LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation. Following the completion of our new facilities in west London, the Academy welcomed Sarah Frankcom as Director and is now fully registered as an independent HEP (Higher Education Provider). These changes are exciting and critical to the long-term sustainability of LAMDA, bringing with them our ambitions to be an even more accessible LAMDA, representing people from all corners of the UK and beyond in recruiting and training the most creative and innovative theatre makers.

Founded in 1861, LAMDA (London Academy of Music & Dramatic Art) is a world-leading conservatoire offering exceptional vocational training to actors, stage managers, technicians and directors. In addition to six validated degree programmes, LAMDA offers a Foundation Diploma and a number of validated semester and summer short courses.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. From 2019-20 LAMDA will operate independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas. In 2017 - 18 108,190 people in 33 countries took a LAMDA Examination.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President, and in February 2019, Sarah Frankcom was appointed LAMDA's new Director

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.