

# HOME

**Customer Service  
Manager**

**Recruitment  
Pack**





## About HOME

Thank you for your interest in this role at Greater Manchester Arts Centre (HOME).

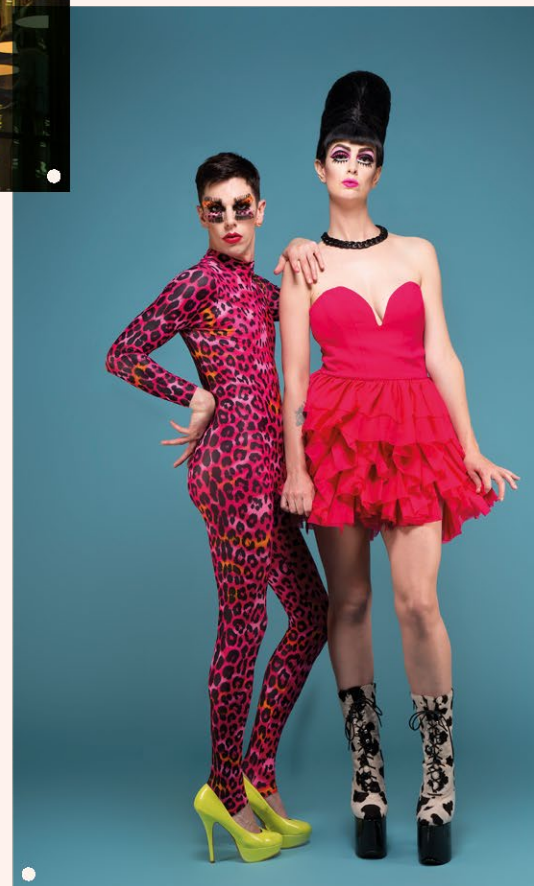
HOME first opened its doors in May 2015: a new, £25m multi-art form venue for Manchester operated by Greater Manchester Arts Centre (GMAC).

Since opening, we've achieved a lot. In the first three years, we welcomed over 2.3m visits to an international programme of over 20,000 events in our cinemas, theatres and galleries. We became one of the few UK organisations to produce new work across theatre, visual art and cinema. Our engagement team worked with over 55,000 participants, and we set up a dedicated Talent Development team to support and build the creative potential of artists in the region.

HOME is an open and social space for the curious from all our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world. HOME curates engaging, international, high-quality work, and serves to develop art and artists at of all stages in their careers. This is done across:

- Two theatres: c.500 proscenium arch theatre (T1),
- and a flexible c.130 seat Studio theatre(T2);
- 500m2 contemporary exhibition space;
- Five state-of-the-art cinema screens presenting one of the
- most celebrated independent film programmes in the UK;
- Rehearsal and development spaces.

HOME is also a thriving cultural business, with a highly successful bar and restaurant, growing events and hires business, a fine retail offer, and an international publishing arm (Cornerhouse Publications).





## Home's Mission

HOME is an open and social space place for the curious from all our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world.

## Home's Vision

HOME is central to making Greater Manchester a major city celebrated for its' distinctive art, art that enriches the lives and life chances of its' people, a magnet for artists and creatives with the highest engagement in the arts in the UK.



## HOME'S VALUES

### **Creativity**

Bringing imagination, resourcefulness and innovation to our work

### **Pioneering**

Leading the way, breaking new ground, being ahead of the curve, taking risks

### **Collaborative**

Seeking out opportunities for sharing and partnership

### **Engaged**

With our city region and the wider world, with art and artists and with ideas and issues

### **Open**

Welcoming and engaging with multiple voices, ideas and perspectives

### **Rigorous**

Striving to do the best work, valuing quality.

**31,264** PEOPLE INCLUDING **4,564** YOUNG PEOPLE  
AGED **15-25** TAKING PART IN **713** TALKS, TOURS,  
WORKSHOPS AND ENGAGEMENT EVENTS

**289** VOLUNTEERS  
ENGAGED, CONTRIBUTING:



**11,608**  
volunteer hours



**94** community  
groups engaged



**1,225** Inspire  
£1 tickets used

**HOME SCHOOLS &  
COLLEGES PROGRAMME:**



**5,469** pupils  
engaged from **114**  
schools and colleges



**16** RELAXED THEATRE  
AND FILM EVENTS  
ATTENDED BY **415** PEOPLE



**3** BSL-led  
exhibition tours



**17** BSL-interpreted  
film intros and events



**3,700** Audio  
Described and **284**  
Caption Subtitled  
film screenings



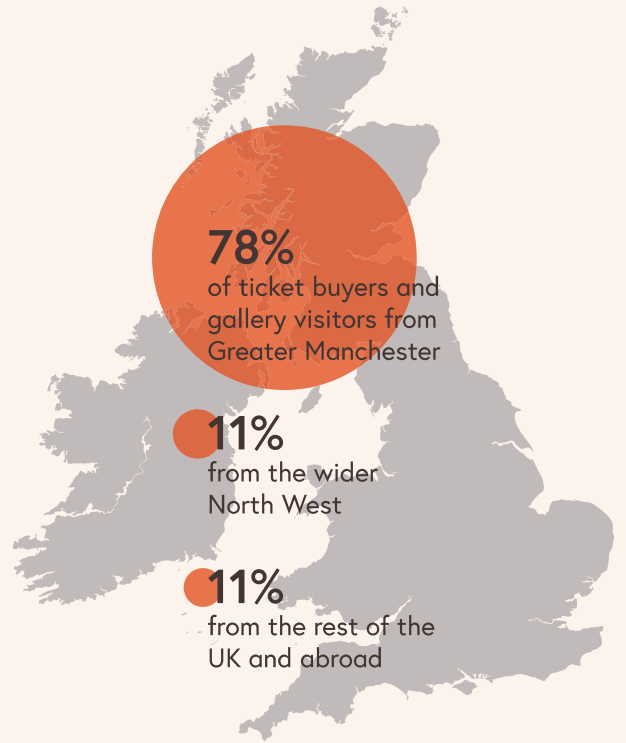
**5** Audio Described,  
**5** Caption Subtitled  
& **5** BSL-interpreted  
theatre performances



**50,538**  
visits to our exhibitions



**232,200**  
tickets sold



**16,578**  
theatre tickets for £10 or less (35% of all theatre tickets)



**18,166**  
£5 student/job seeker tickets issued



**2,734**  
children's tickets sold



Between 1 Jan & 31 Dec 2016, HOME was the second most visited attraction in Greater Manchester

Source: Marketing Manchester Intelligence Factsheet: Tourism – its value to the local economy.



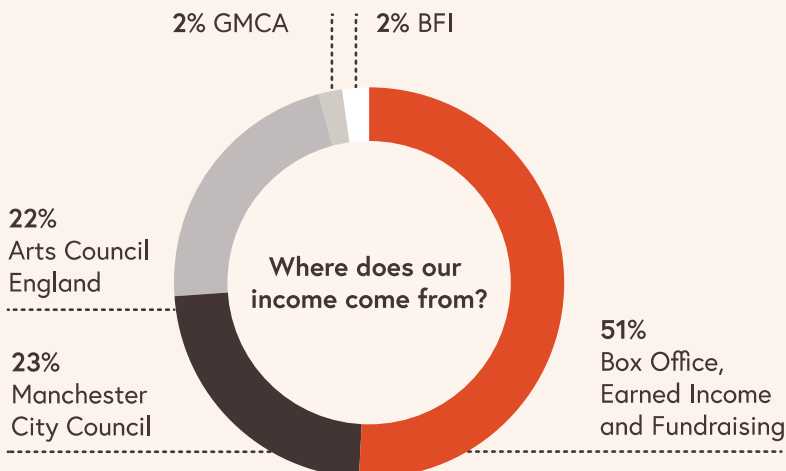
**1,666,740**  
visits to the HOME website (+44%)



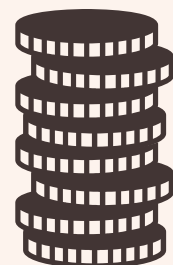
**44,649**  
Twitter followers (37,121 in 2016/7)



**318,205**  
views for HOME trailers, behind the scenes films, and online Q&As

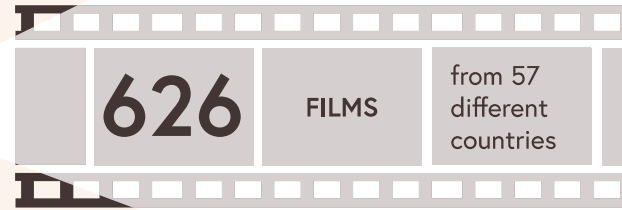


**£6m**  
total income





**453** artists and performers from over **30** countries commissioned



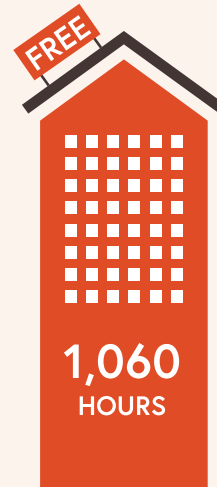
**179** film events, intros, Q&As and panels with writers, directors, producers and actors



commissions across theatre, visual art, music and film (includes 2 books)



**152** jobs created for technicians and creatives, **345** work experience attendances, **1** apprentice and **2** paid interns



worth of free rehearsal space provided to **137** theatre creatives, worth **£53,000** at commercial hire rates



local creatives showcased



**33** Manchester School of Theatre performances featuring **144** students, presented in HOME's Theatre 2 space







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## **ABOUT THIS ROLE**

We are looking for a motivated and positive people-person with experience of working with a wide range of people of all ages and from different backgrounds.

Someone to work 2 days per week (with the opportunity to work more) who understands the importance of providing excellent customer service to all of our visitors. The ideal candidate will be flexible, an excellent communicator and able to motivate and support a wide range of people to carry out their own roles to the best of their ability. We need someone who can prioritise and manage their time and workload effectively while ensuring that our Customer Service Team members feel supported and valued.

### **About the Customer Service Team**

The Customer Service team is responsible for all of the customer facing areas of HOME: Box Office, Theatre, Cinemas, Galleries, Events and Shop along with our wonderful Volunteer Team, ensuring that our customers receive the highest standard of customer care, service and engagement.

HOME's Customer Service team are often the first point of contact for all of our visitors using their passion, knowledge and enthusiasm for art, theatre and film, to help make our venue an exciting and welcoming place to visit and explore.



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## TERMS & CONDITIONS

<b>Salary</b>	Up to £25,000 (Pro Rata)
<b>Contract</b>	This post is a part-time permanent role
<b>Hours of work</b>	This post is for 2 days a week (16 hours) with the opportunity to work additional days and hours for which overtime will be paid.
<b>Holidays</b>	25 days per annum plus statutory holidays (Pro Rata)
<b>Pension</b>	GMAC Ltd operates a company pension scheme with a 3% company contribution that is available to all staff
<b>Other benefits</b>	Free cinema tickets Discounted theatre tickets Cycle to work scheme Discount in shop and restaurant
<b>Probationary period</b>	3 months
<b>Notice period</b>	1 month

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## PERSON SPECIFICATION

<b>Responsible to</b>	Head of Customer Service
<b>Responsible for</b>	Customer Service Supervisors, Customer Service Assistants and for supporting HOME Volunteers
<b>Purpose</b>	The Customer Service Managers will lead the Customer Service Team to ensure that all visitors to HOME receive the highest standard of service in a safe & welcoming environment across all areas of the venue. This includes Box Office, Cinemas, Theatres, Galleries, Shop, Event Space and other public areas. Customer Service Managers will work closely with all HOME departments to plan organise and successfully deliver all aspects of the HOME offer.

### Main Responsibilities

1. To create a welcoming, accessible and safe environment that supports all of HOME's visitors to have a positive and enjoyable experience at HOME whether they are attending a performance, screening, exhibition, event or are customers of the shop, café and restaurant.
2. To introduce procedures to create and maintain a clean and safe environment for both HOME customers and staff. To ensure that all members of the team are trained in these procedures and are equipped with the skills and materials to carry them out.
3. To make sure that all members of the team are fully conversant with all policies relating to Health & Safety including emergency procedures and in particular those for the safe evacuation of the building. To be the lead on these procedures in the event of an emergency situation arising.
4. To liaise closely with all HOME departments to ensure that the Customer Service Team fully supports the successful planning, preparation and delivery of all HOME's activities and mission objectives.

### Duties

1. Create, implement, and monitor processes and procedures that will deliver an excellent level of customer service across all areas of the building including Box Office, Cinemas, Theatres, Galleries, Shop, Event Space and other public areas.
2. Train all members of the Customer Service Team on these policies and procedures to support and equip them with the knowledge and skills they need to carry out all their duties to a high standard so that HOME provides an excellent experience for all of its visitors.
3. Create a motivating and supportive environment for all staff in which they can perform to their best abilities. Monitor and

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## PERSON SPECIFICATION

deal with any performance issues that arise quickly and in a supportive, fair manner that encourages improvement.

4. Recruit any additional staff in compliance with the organisation's recruitment policy and procedures. Ensure that new staff have a comprehensive induction and receive training on all their duties.
5. Adhere to all of the HOME's HR policies in regard to staff annual leave, absence monitoring, and performance management. Maintain staff records according to the organisation's GDPR policy.
6. Be responsible for ensuring that the team is fully conversant with all relevant Health & Safety policies and procedures including those for different emergency situations and particularly those for the safe evacuation of the building. Provide regular refresher training for all staff on these so that staff are confident that they know what to do in the event of an emergency situation.
7. Assume control of any procedures that need to be implemented in the case of an emergency situation arising including those required to evacuate the building.
8. Ensure that any customer issues or comments are dealt with in a positive and timely manner in line with the organisation's policy and procedure. Resolve issues in a way that reflects HOME's commitment to providing an excellent experience for all visitors.
9. Safeguard customer security and privacy by making sure that the organisation's GDPR policy is adhered to at all times by all members of the team.
10. Work collaboratively with all of HOME's departments to ensure that the Customer Service Team supports the successful delivery of all of HOME's activities and the shared mission and objectives of the organisation. Host and attend regular meetings with your colleagues to ensure there is a comprehensive sharing of information on day to day operations as well as on individual events and activities.
11. Support the Volunteer Co-ordinator to create meaningful roles and duties for HOME's team of volunteers providing training and support for the volunteers on all aspects of their role. Supervise the volunteers while they are on a shift in a way that ensures that they feel they are valued members of the team. Meet with the Volunteer Co-ordinator regularly to agree on upcoming shifts and how best to support any additional needs the volunteer might have in a positive and inclusive manner.
12. Liaise with the Events Manager regarding set up, arrangements and staffing required for hire events. Ensure that the areas in use are set up and equipped to meet the event's specific requirements. In the absence of the Event Manager greet the hire event organiser prior to their event to make sure that they have everything they need and check in with them at the end of their event to check that everything went smoothly.
13. Assist the Development Team in their objective to maximise donations from the public.

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## PERSON SPECIFICATION

14. Carry out comprehensive opening and closing checks for the building. Oversee the presentation of all public areas, working with the Communications team so that all internal displays are up to date and relevant. Deal immediately and effectively with any maintenance or cleaning issues reporting these to the Building & Environmental Manager when appropriate.
15. Prepare monthly staffing rotas that ensure that there is the right level of staffing to support all of the activities in the building that month while considering the need to manage the department budget as efficiently as possible.
16. Create briefing sheets and carry out shift briefings with the Customer Service Team on duty to ensure that the team have all of the information they need for that shift.
17. Complete daily reports that cover all activities within the building. Provide additional related information to the relevant departments as required.

### Expectations

The Customer Service Manager has an essential role in setting the right tone for the Customer Service Team and ensuring that HOME is able to provide an exceptional level of service to all visitors while supporting the organisation to successfully deliver on its mission and objectives.

Customer Service Managers are expected to have an overview of all of HOME's activities and a clear understanding of the organisation's aims, objectives, policies, and procedures. They need to stay informed on all aspects of HOME programme by taking an active interest in upcoming activities, attending meetings and by gathering information that can then be distributed to the Customer Service Team.

This Job Description is not an exhaustive description of your duties. You will be expected to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

In consultation and agreement with you, this Job Description may be amended at any time.



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## PERSON SPECIFICATION

### Essential

### Desirable

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#### Experience

1 year+ experience of managing a team of staff within a busy public facing work environment

Experience of working with a large team within an arts, cultural or heritage organisation.

Experience of and proven ability to work with people from a wide variety of backgrounds, age groups and cultures.

Experience of creating and development of positive partnerships, relationships and networks both within organisations and with external organisations.

Understanding of Health & Safety processes and procedures within a busy public building

Experience of delivering training and supporting people.

Experience of working on own initiative as well as part of a team. Ability to manage own workload and time.

Experience of creating efficient staffing schedules and maintaining accurate records for HR and wages purposes

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#### Specialist Knowledge

Understanding of, and strong commitment to, equality and diversity

Knowledge of legislation around Health & Safety and safeguarding.

knowledge of, and interest in, the Greater Manchester arts and cultural scene

Knowledge of the theatre and performing arts, visual arts and/or film sectors

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#### Qualifications and Training

First Aid Training

Fire Warden Training

IOSH Managing Safely

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#### Practical Skills

Excellent communication skills

Flexibility and ability to adapt quickly to a varying workload and demands within a busy environment

Excellent organisational, scheduling and planning skills including excellent attention to detail alongside good IT skills

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## PERSON SPECIFICATION

### **Disposition & Attitudes**

Positive attitude and ability to work well as part of a team

Calm under pressure

Able to be empathetic, kind and supportive to staff, colleagues and customers while remaining professional and ensuring that the organisation can deliver its aims and objectives successfully

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### **Personal Circumstances**

Ability to work unsociable hours, including evenings and weekends is a key requirement of the role as HOME operates 7 days a week from morning to late night

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## HOW TO APPLY

Please complete the HOME application form telling us how you meet the Person Specification for this role and return with a completed Equal Opportunities questionnaire.

The deadline for applications is 5pm on Monday 6<sup>th</sup> September 2021

Please email a PDF copy of your application to:  
[recruitment@homemcr.org](mailto:recruitment@homemcr.org)

Unfortunately, we cannot acknowledge receipt of applications.

If you have not heard from us by Monday 13<sup>th</sup> September, please assume that we will not be taking your application any further.

HOME strives to be an equality opportunity employer

Thank you for your interest in this post.

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## CLOSING DATE

**Monday 6<sup>th</sup> September 2021 at 5pm**

FUNDED BY



FOUNDING SUPPORTERS



HOME is a trading name of Greater Manchester Arts Centre Ltd, a company limited by guarantee, registered in England and Wales No: 1681278. Registered office 2 Tony Wilson Place, Manchester, M15 4FN Charity No: 514719.