

# Role Profile

## Contact Centre Assistant



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CYMRU  
WALES  
MILLENNIUM  
CENTRE®

Role Title : Contact Centre Assistant

Post Number : TIC012

Role Family : (A) Assistant

Hours of Work: Annualised

Salary: £7.50 per hour

Primary Purpose : This position is responsible for giving a welcoming, efficient, knowledgeable and friendly service, promoting Wales Millennium Centre and its activities through all means of communication. To provide administrative support to the Contact Centre and develop and manage effective use of Customer Relationship Management system (CRM) and all other tools necessary to provide service to our customers.

- Generic Accountabilities :
1. To ensure that confidentiality is maintained at all times ;
  2. Provide information and answer questions on routine team matters and to ensure that telephone and email enquiries are dealt with to a high professional standard;
  3. Provide a comprehensive and organised administrative support to the team, providing correspondence, documentation, spreadsheets and presentations using Microsoft Office;
  4. To assist the team in the management of all administrative processes, with responsibility of various office duties for the team (i.e. photocopying, franking of post, scanning, faxing etc);
  5. To maintain and input data onto databases / spreadsheets (i.e. Excel, Access, Tessitura), ensuring that information is accurate and is completed in a timely manner;
  6. Co-ordination, administration and minute taking of relevant meetings (including booking rooms, arranging refreshments, etc) and managing the diary of the departmental manager;
  7. As a term of employment, the post holder may be required to undertake such other duties and / or times of work as may be reasonably be required commensurate with the grade or general level of responsibility within the Centre.
  8. To have responsibility for Health and Safety of self, and others.

- Specialist Accountabilities:
1. Providing a positive, exceptional and accessible service to all customers and colleagues primarily in the Contact Centre but also at the ticket desk, front of house spaces and auditoria at the Centre and off-site locations as required
  2. Be the first point of contact for customers of the Centre, dealing with a wide range of enquiries including event/room hire, restaurant/catering enquiries, ticket/general information. Assuming responsibility for acquiring



- and providing product and venue knowledge responding positively to customer enquiries and maintaining effective customer relations
- 3. To work as a team to develop relationships to a range of customers including group bookers, coach and tour operators, agencies and members. Pro-actively research and establish new customers for the Centre
- 4. Actively selling tickets, memberships, merchandise and any other products on sale via Contact Centre across all channels and all outlets, seeking opportunities to up-sell and cross-sell, promoting the services, events and products of the Centre and its partners
- 5. Respond to customer enquiries or complaints in a timely manner via their chosen method of communication, escalating or referring issues appropriately
- 6. Assist managers in the administration of the department to include Access and membership schemes, Group administration and Ticketing subscriptions alongside any other task as required
- 7. Take responsibility for keeping up to date with policies and procedures, pro-actively deepening knowledge of systems, products and services. Encourage teamwork by mentoring newer members of the team, sharing best practice and collaborating with other departments to improve service.
- 8. Reconciliation of sales transactions and adhere to Centre's accounting and data entry procedures

Areas of Responsibility:

- *Contact Centre*
- *Wider Business Performance Team*
- *Overall Centre-wide accountabilities*

Success Measures :

- *Success against PDR and annual objectives*
- *Staff / Customer Satisfaction and Feedback*
- *Internal Feedback Mechanisms*

**This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.**

# What We Are Looking For...

## Contact Centre Assistant



When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility **Please use Level 1 of our values / competency framework as a guide**

Please refer to how you meet these essential requirements in your application.

No		Essential	Desirable
1.	Self-motivation to meet Key Performance Indicators (KPI's) of department	x	
2.	Accountability for ensuring financial / safety procedures are followed	x	

B. Knowledge **Please use Level 1 of our values / competency framework as a guide**

Please refer to how you meet these essential requirements in your application.

No		Essential	Desirable
1.	Previous use of a Customer Relationship Management (CRM) system – preferably Tessitura		x
2.	Previous experience of working in Customer Service		x
3.	Basic IT skills	x	

C. Values **Please use Level 1 of our values / competency framework as a guide**

Please refer to how you meet these essential requirements in your application.

No		Essential	Desirable
1.	Accountability – ensuring work is accurate, attention to detail	x	
2.	Collaboration – Be a team player, open to new ideas, listening to others	x	
3.	Innovative – Seek opportunities to improve processes/self-development		x

D. Communication **Please use Level 1 of our values / competency framework as a guide**

Please refer to how you meet these essential requirements in your application.

No		Essential	Desirable
1.	Confident, clear oral skills – face to face and over phone in both English and Welsh		x
2.	Good written skills in both English and Welsh		x

E. Environment **Please use Level 1 of our values / competency framework as a guide**

Please refer to how you meet these essential requirements in your application.

No		Essential	Desirable
1.	Majority of shifts will be office based, using Display Screen Equipment	x	
2.	Call Centre environment – so periods of continuous phone work will be expected	x	