

CUSTOMER SERVICE ASSISTANT

Estates & Facilities

Grade 4, full-time, permanent contract

Job reference number: 202-23

Applicant Information Pack

Closing date

9am Friday 27 January 2023

Interview date

Friday 3 February 2023

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Job Description

Job title	Customer Service Assistant
Department	Estates & Facilities
Grade	4
Hours of work	Full Time (1.0FTE/35 hours per week)
Contract type	Permanent
Responsible to	Assistant Facilities & Operations Manager
Responsible for	n/a
Liaises with	Internal All staff and students; Estates Management team; Facilities Supervisors; Facilities Officers; Customer Services Team; Box Office Supervisor; Maintenance Team External Audiences and visitors to the College; Security Team; Cleaning Team; Catering Team; Providers of services and their representatives; Contractors; External Hirers
Job overview	A key, customer-facing role within the Estates & Facilities Team, operating the busy RCM Reception and Box Office and upholding a welcoming and professional customer service standard with all visitors, students and staff. Responsibility for a number of specific administrative tasks, including post, taxis and couriers; and operation of Spektrix ticketing software to book event tickets and field queries. To assist in maintaining a safe and secure environment in the reception and front of house areas.

Key Responsibilities

These include:

- Providing the highest level of customer service and care to all RCM patrons, including audience members, visitors, staff and students. To assist with any enquiries or requests, providing efficient solutions where possible or escalating to the relevant department
- Acting as an ambassador of the college, encouraging engagement from visitors, potential students and customers
- Providing front-line solutions to room booking issues
- Dealing with complaints and difficult situations in a calm and professional way, resolving any issues where possible, or escalating the issue along the appropriate channels
- Monitoring the info@rcm.ac.uk email address, ensuring queries and requests are forwarded to the correct department in an efficient and timely manner
- Operating the Reception and Box Office telephone switchboards, screening calls and providing a high level of customer service
- Operating the Box Office ticketing software (currently Spektrix) and assist with booking event tickets and answering queries in-person or by telephone
- Issuing and returning tickets; handling cash, cheque, debit and credit card bookings
- Selling and promoting RCM merchandise
- Distributing keys, ensuring completion of the relevant paperwork
- Having a working knowledge of the College's security systems and procedures, including CCTV and access control systems

- Assisting in coordinating a number of specific administrative tasks, including post and couriers, taxi services, parking requests and student and staff lockers, ensuring attention to detail in all areas of work
- Processing any lost property or missing item requests
- Undertaking training and instruction as necessary to ensure up-to-date knowledge of best practice in customer and box office service
- Maintaining the appearance of the front of house stations, ensuring they are always presentable, safe and secure, fixing any issues or raising with the relevant departments
- Being a core part of the emergency response team and procedures, including first aid, evacuation, fire alarm activation, and invacuation (lockdown)
- Raising incident reports for incidents witnessed or reported to the reception desk
- Fulfilling any other necessary tasks that fall within the remit of the post

Special Factors

Training needs:

Training will be provided by the College to ensure that the post holder remains up to date in the following areas:

- First Aid training
- Health & Safety training
- Fire, safety and security responsibilities
- Use and application of core IT services
- Switchboard operation
- Box office ticketing system (currently Spektrix)

Dress code:

The post holder is required to adhere to a dress code while working on the reception desk. The dress code is smart work attire (no jeans, sportswear or leggings), smart shoes (no trainers or casual shoes) and to be well presented. For special events, the post holder will be expected to wear formal business attire (for example: a suit and tie; a trouser suit; a pencil skirt and blazer; a work dress and jacket).

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below:

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications, Skills & Knowledge	Level 2 qualification in literacy and numeracy (GCSE/NVQ Level 2) or equivalent	Essential	AF
	First Aid certificate	Desirable	AF, INT
	Fire Marshal training	Desirable	AF, INT
	Confident using Microsoft Office package	Essential	AF, ST
	Confident using Spektrix ticketing software	Desirable	AF, INT
Experience	Experience in customer service, front of house or a similar customer-facing role	Essential	AF, INT

	Experience in a Higher Education institute	Desirable	AF, INT
	Experience working in an arts institution or venue	Desirable	AF, INT
Personal Attributes	Professional approach to customer service	Essential	AF, INT
	Positive attitude and proactive with dealing with requests	Essential	AF, INT
	Ability to make considered decisions, and where necessary take emergency action	Essential	AF, INT
	Ability to deal with complaints and issues in an efficient and effective way	Essential	AF, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Assistant Facilities & Operations Manager, Estates Projects & Operations Manager and Director of Estates within the scope and level of the post.

Terms & Conditions

Availability	This role is immediately available and the post holder should ideally be available to start as early as possible.	
Contract type	Permanent	
Hours of work	Full time hours at the RCM are 35 hours per week. Normal working hours for this post are 12pm – 8pm, Monday to Friday. In order to meet operational requirements, there may be occasional need for morning shifts or weekend working. Variations may be implicit in the nature of the appointment.	
Salary	RCM Pay Scale Grade 4, incremental points 11 – 15:	
	Spine points	Full-time salary*
	11	£25,413
	12	£25,830
	13	£26,346
	14	£26,858
	15	£27,330
	*inclusive of London Weighting allowance	
	Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.	
	Payday is the 15 th of each month or the last working day before this should the 15 th fall on a weekend or bank holiday.	
Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role for which the RCM will act as a sponsor for a visa application.	

DBS check	The Customer Service Assistant appointment will be subject to satisfactory Disclosure & Barring Service (DBS) clearance at the Enhanced level (child workforce). The cost of the DBS check will be met by the RCM.
Probation	The post has a 6 months' probationary period.
Notice period	The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk . Arrangements exist for members to make additional voluntary contributions (AVCs).
Annual leave	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays.</p> <p>The RCM is closed between Christmas and New Year's each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>

Staff Benefits

Travel	<p>Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
Events	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
Eye tests & hearing tests	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.
Employee Assistance Programme	All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.
Professional Development	The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College

Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and amateurs. The RCM was ranked as the global top institution for Performing Arts in the 2022 QS World University Rankings by subject.

Staff

The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.

Location

The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Department

The Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

How to Apply

To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format by email to recruitment@rcm.ac.uk.

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

Closing date

9am, Friday 27 January 2023

Applications received after the stated closing date will not be considered.

Interview date

Friday 3 February 2023

With some roles at the RCM second interviews may take place.

There will be a test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on: recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print, then please contact Isabella to discuss your requirements.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

David Adams
Assistant Facilities & Operations Manager
January 2023

