Roundhouse Visitor Centre Assistant

**About Roundhouse Birmingham**

Roundhouse Birmingham is a heritage enterprise and independent charity. It was created through a landmark partnership between by Canal & River Trust and National Trust to find a new and sustainable purpose for one of Birmingham’s hidden gems, the Roundhouse.

Roundhouse Birmingham offer visitors a chance to See the City Differently through a range of volunteer-powered guided city and canal tours, while securing a sustainable future for the historic site through our range of lettable spaces. With our custodianship of the Roundhouse and its story as a starting point, we create links between our visitors, volunteers, and city.

We believe in the social benefit of connecting people with the unique stories and special places that Birmingham has to offer, across streets, canals and public spaces. We work with our volunteers and partners to find innovative and entrepreneurial ways to champion our city’s heritage, doing our bit to make Birmingham a destination for visitors from near or far.

[www.roundhousebirmingham.org.uk](http://www.roundhousebirmingham.org.uk/)

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

**Roundhouse Visitor Offer and Operating Hours**

Visitor Centre and public activity programme

* 5 days per week (Wed-Sun) 9.30am-4.30pm
* Open around 48 weeks of the year (closed over Christmas and new year)

Roundhouse Operations Office

* 7 days per week, 8.45am-5.30pm

**Role Requirements**

This particular role is shared with Canal & River Trust, split equally over the week.

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| **Day** | **Morning** | **Afternoon** |
| Monday | Canal & River Trust  (*Customer Support Administrator*) | Canal & River Trust  (*Customer Support Administrator*) |
| Tuesday | Canal & River Trust  (*Customer Support Administrator*) | Canal & River Trust  (*Customer Support Administrator*) |
| Wednesday | Canal & River Trust  (*Customer Support Administrator*) | Roundhouse Birmingham  (*Visitor Centre Assistant*) |
| Thursday | Roundhouse Birmingham  (*Visitor Centre Assistant*) | Roundhouse Birmingham  (*Visitor Centre Assistant*) |
| Friday | Roundhouse Birmingham  (*Visitor Centre Assistant*) | Roundhouse Birmingham  (*Visitor Centre Assistant*) |

You will be employed by Canal & River Trust, for please see their website for employment terms and conditions.

Any specific equipment or uniform required for the role will be provided.

**Role Summary – Customer Support Administrator, Canal & River Trust**

For more information about the Canal & River Trust part of the role, please see addendum below.

**Role Summary – Visitor Centre Assistant, Roundhouse Birmingham**

We have a wonderful opportunity for someone who is passionate about engaging with people and delivering excellent customer service. Based in the Roundhouse Visitor Centre, the role of Visitor Centre Assistant will involve promoting the Roundhouse offer, introducing visitors to the history of the Roundhouse, and making them feel welcome and at home in this beautiful city-centre heritage attraction and activity centre. At Roundhouse Birmingham, we want to ‘do things differently, see things differently, and care for things differently’, so you’ll be engaging with a diverse range of people, and developing new and existing relationships with visitors, partners, volunteers and tenants.

Key elements of the role will include:

* Warmly welcoming visitors and managing enquiries e.g. email/phone/social media/in person
* Promoting and selling our bookable offer and merchandise to visitors
* Processing public and private bookings through email, telephone and via our website
* Merchandise sales and stock control, including cash handling
* Checking visitors onto tours and collecting visitor experience feedback
* Working with Welcome Volunteers and Volunteer Tour Guides
* Delivering short tours of the Roundhouse
* Creating social media content, keeping our platforms up to date and monitoring/responding to messages
* Monitoring and responding to online reviews

**Who we’re looking for**

We are looking for someone who has a friendly attitude and is comfortable with working independently during the quiet times as well as working well under pressure during the busy times. You will be confident in handling in-person, phone and email enquiries, and will always be professional and friendly. We are keen to find someone who thrives in a public-facing role, who is happy to approach visitors and ensure they receive a warm welcome to the Roundhouse. There are times when the Visitor Centre is quiet, at which point the post-holder will have the opportunity to demonstrate strong multi-tasking and communication skills, ensuring all our digital communications are handled, our social media platforms are updated and our merchandise is fully managed and stocked. You will be numerate and comfortable handling cash. You follow processes well, and will be comfortable using our systems (training provided). You will succeed in this role if you’re a self-starter and comfortable working independently.

We are keen for the successful candidate to bring enthusiasm and positivity to the role, have a willingness to contribute and support the team and the needs of the organisation, and will embody the Roundhouse ‘smiley’ ethos.

For more information or an informal conversation, please call Anna Pickton, Operations Manager, 07970 553445.

| **Canal & River Trust Job Profile** | | |
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| **Job Title:** | Customer Support Administrator | |
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| **Reports to (job title):** | Customer Support Supervisor | |
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| **Directorate:** | Operations | |
|  |  | |
| **Department/Section:** | Customer Support | |
|  | |
| **Job Purpose:** | | |
| Deliver excellence in customer service and support for customers, dealing with face to face enquiries, on the phone and in written communications and providing general administration and financial support to the waterway. | | |
| **Key Accountabilities:** | | |
| * Part of the front of house team at our meeting hub & customer reception at Cambrian hub. * Competent in use of our CRM system (Sugar CRM). Recording interactions with customers from telephone calls, emails and face to face. Keeping customers informed of actions taken and dealing with cases in a timely manner. * Keep accurate records of third party events in the Region. * Provide administration services for the Region when required. * Excellent communication at all times with customers and colleagues alike. | | |
| **Key Relationships:** | | |
| * Customers * Other Trust teams * Volunteers * Roundhouse Team | | |

Continued overleaf

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| **Knowledge, Experience & Skills** |
| * NVQ Level 2 Business Administration. * GSCE in Maths and English. * Some knowledge of working safely. * CRM experience * Some experience in SAP. * Proven experience in a customer service area, providing “front of house” services. * Proven experience of administration. * Some experience of working as or with volunteer(s). * Excellent communication skills that allow you to inform, help and advise customers clearly and professionally and liaise with other professionals and colleagues. * Ability to deal with difficult and potentially confrontational situations. * Confident in the use of Teams and Microsoft office applications * Confidence, patience, politeness, tact and diplomacy, when addressing customer enquiries * Ability to work well under pressure. * Good personal presentation, especially when working with customers face to face**.** * A passion to deliver the highest standards of customer care, a real people person with excellent listening skills. * Strong written and verbal communication skills * Cash handling experience & numerate * Excellent digital skills and the ability to learn and understand new systems, including experience of working with different social media platforms * Well organised and thrives in a busy, bustling environment, but is also able to work with minimum supervision and self-motivate when it’s quiet |
| **Safety Responsibilities** |
| The general duties of all job holders are to:   * Lead by example, ensure your team take responsibility for the safety of colleagues, volunteers, themselves and customers. Comply with Canal & River Trust’s Health & Safety policy and defined standards. Investigate and report incidents, accidents and near misses. Ensure safe use of appropriate equipment, prepare Risk Assessments and Method Statements ensuring contents are understood and acted upon. * To be aware of your own responsibilities regarding safeguarding and to support our commitment to providing safe environments and working practises that promote and protect the safety and welfare of children, young people and adults at risk at all times |