



Theatre Arts Action Trust (TAAT)

Person Specification – Headgate Assistant

Essential skills, knowledge, abilities

1. Experience of working with the public in person and over the telephone in a customer service environment.
2. High standard of written and spoken English with the ability to communicate with people from a range of backgrounds.
3. Strong team working skills.
4. Good IT skills, with a working knowledge of Microsoft Office package.
5. Willingness to attend all training relevant to the position
6. An ability to work systematically and methodically across a range of tasks
7. Good numeracy skills

Desirable

1. Experience of working in a Theatre, Events Industry or similar public facing environment.
2. Experience of using a computerised ticketing or booking system
3. Experience of cash handling and reconciliation
4. Emergency First Aid trained
5. Competent with various social media platforms
6. An understanding/experience in recruitment, selection and training processes
7. An interest/experience in health and safety and premises management

Personal attributes

1. A tactful and friendly manner.
2. Hard working and self-motivating.
3. Confident and outgoing, with the ability to promote the Headgate's productions and facilities to customers.
4. A commitment to providing excellent customer service.
5. Flexibility of approach and ability to adapt to changing demands and priorities
6. A problem solver with a "can-do" attitude