

Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Estates and Campus Services (Arts & Culture)
Job Title:	Duty Supervisor
Department/Subject:	Taliesin Arts Centre
Salary:	Grade 5 £26,338 - £29,179 per annum pro rata together with NEST pension benefits
Hours of work:	0.23 FTE (8 hours per week)
Number of positions:	1
Contract:	Permanent
Location:	This position will be predominantly based at Singleton Campus, with the expectation to work at Bay Campus and other off-site locations as needed.

Main Purpose of Post	<p>The Duty Supervisor is an ambassador for Taliesin Arts Centre, providing a professional, safe, efficient and welcoming environment for all who engage with the University's arts venues and associated events and activities. The postholder is the main point of contact at Front of House and works with colleagues across other functions (backstage, technical, hospitality, security) as needed.</p> <p>The Duty Supervisor will:</p> <ol style="list-style-type: none"> 1. Deliver excellent customer service to all stakeholders to provide a positive experience of organising, performing at, or attending an event or activity 2. Respond in real time to issues that arise (in consultation with other colleagues and teams, where appropriate) and triage more complex queries and complaints to managers 3. Ensure all health and safety, safeguarding and compliance requirements are adhered to by staff and visitors, including identifying and minimising risks, and implementing emergency and evacuation procedures 4. Carry out reporting, monitoring, reconciliation and data inputting tasks 5. Act as shift supervisor for colleagues at Front of House and Box Office 6. Provide practical support for event set-up and take-down in a range of scenarios 7. Ensure spaces meet agreed standards of cleanliness and are fit for immediate purpose 8. In consultation with colleagues in marketing, ensure venue specific promotional material is kept up to date, and support other marketing activities and tasks as appropriate 9. Adapt duties as needed to support evolving business needs, including providing Box Office capabilities (i.e selling and reserving tickets, dealing with customer ticketing enquiries and event cancellations, carrying out housekeeping of the platform and carrying out required reporting)
General Duties	<ol style="list-style-type: none"> 10. To fully engage with the University's Performance Enabling and Welsh language policies. 11. To promote equality and diversity in working practices and to maintain positive working relationships. 12. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.

	<p>13. Any other duties as agreed by the Faculty / Directorate / Service Area.</p> <p>14. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.</p>
Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional</p> <p>We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together</p> <p>We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care</p> <p>We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
Person Specification	<p><u>Essential Criteria:</u></p> <p>Values:</p> <ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Qualification:</p> <p>Good standard of education in literacy and numeracy (GCSEs or equivalent).</p> <p>Experience:</p> <ul style="list-style-type: none"> • Experience of a customer facing role, which requires independent thinking and the ability to make spontaneous operational decisions in a range of scenarios • Experience of supervising others • Experience of working in a team • Experience of working to deadlines and shifting priorities

	<p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Excellent interpersonal skills • Demonstrable flexible and pro-active approach to work, with a 'can-do' outlook and a commitment to making a positive difference • Ability to digest, implement and guide others regarding policies and procedures (including all relevant health, safety and safeguarding requirements) with evidence of a commitment to good working practices • Ability to prioritise and work effectively when under pressure to tight deadlines • Ability to work calmly and make sound judgements in difficult situations • An understanding and knowledge of the diverse needs of our internal and external stakeholders and how to meet them (including matters relating to accessibility) • An active interest in arts and culture <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none"> • Experience of working in a similar venue-based role • Ability to communicate at Level 3 in Welsh
Welsh Language Level	<p>Level 2 – 'fairly well' - understand a fair range of job-related correspondence. Able to keep up a simple conversation but may need to revert to English to discuss complex or technical information. Able to write reasonably accurate correspondence in Welsh.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p>
Additional Information	<p>A satisfactory DBS check is required for this post.</p>

