



## **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

#### **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