

Role Profile

Job Title	Immersive Customer Experience Host
Location	Market Hall (working flexibly across our buildings)
Hours	Hours to be worked flexibly including evening & weekends to suit the needs of the business/team
Salary	Real Living Wage (£10.90 per hr.)

About Real Ideas

At Real Ideas we believe in a better and fairer world; where society values more than just money, where learning is exciting, relevant and opens a lifetime of opportunities, and where people can connect and be part of something meaningful that helps them move forward in life. In short, we exist to make positive social change.

The impact of our work is varied and wide reaching. We create social impact through delivering high quality, customer-focused experiences; from learning and professional support and development through to arts and entertainment, engaging with thousands of people every year. We make a positive difference in key places and communities through the buildings we develop and the regeneration we create around them.

Creating a welcoming environment with excellent food, great spaces and a stimulating programme is vital to our success.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in...

Job Purpose

The Immersive Customer Experience Host is the first point of contact for Real Ideas members and visitors to the Market Hall and plays a vital role in ensuring everyone receives amazing customer experience and is welcomed with a smile. The Immersive Customer Experience Host is an important member of the Real Immersive team.

Main Duties & Responsibilities

- Provide an informative and cheerful welcome to everyone who comes into the Market Hall.
- Sell and check tickets, run dome screenings and immersive experiences, help facilitate workshops, provide an excellent café offer and sell related products and services.
- Actively promote Real Ideas membership and facilitate inductions.
- Answer general enquiries about our events, activities, and immersive facilities.
- Help with tours of the Market Hall.

- Ensure the Market Hall is kept clean, tidy, organised and secure, including locking up at the end of shifts.
- Support event/experience delivery and facilitation including set up and take down.
- Support with stock takes, ordering and managing/processing stock, effectively processing general and member post and deliveries.
- Work effectively with the Real Immersive team.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and our programme to provide more value for customers and members.
- To adhere to and uphold Real Ideas social purpose, strategic aims, and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas reporting and other systems proactively and effectively.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	Food Hygiene or Food Handling qualification L2 (or equivalent) Numeracy & Literacy	Application/ Interview
Behaviours	Adaptability: Looking at your ability to adapt to change.	Application/ Interview
	Culture Fit: Do you share our beliefs/values and bring about diversity within Real Ideas?	Application/ Interview
	Collaboration: Can you collaborate effectively and work well with others?	Application/ Interview

	<p>Growth Potential: Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?</p>	Application/ Interview
	<p>Prioritisation: Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.</p>	Application/ Interview
	<p>Digital Technology Do you have a commitment to adopting and using digital technology effectively to help solve problems and add value to the work of Real Ideas.</p>	Application/ Interview
Experience	<ul style="list-style-type: none"> • Providing amazing customer experience • Working in a public facing or retail/front of house/cafe environment • Serving food and drink • Cash handling and processing card payments • Use of electronic tills/cash register • Working in busy, high-pressure environments 	Application/ Interview
Knowledge	<ul style="list-style-type: none"> • Working knowledge of Health & Safety and Data Protection legislation • Basic Food hygiene 	Application/ Interview
Skills	<ul style="list-style-type: none"> • Friendly, approachable, and able and willing to work with a smile. • Ability to multitask with a willingness to help and get stuck in • Proficient in the use of IT • Close attention to detail • High standards of personal and food hygiene • Willingness to learn and try new ideas. • Ability to follow instruction. • Determination and grit 	Application/ Interview
Other	<ul style="list-style-type: none"> • Interest in cultural and creative technologies • Strong commitment to diversity, equity & inclusion with a good knowledge and understanding of how discrimination works and desire to work in an environment that challenges this 	Application