

Role Profile

Job Title:	Customer Experience Host – Devonport Creative Quarter
Location:	Devonport Creative Quarter (Market Hall, Guildhall, and other local venues)
Hours:	Flexible hours including evenings and weekends, as required by events and business needs
Salary:	Real Living Wage (£12.60 per hr - subject to annual update)
Contract:	Casual Worker Agreement

About Real Ideas

At Real Ideas, we believe in creating places and opportunities where people can thrive. Our work is rooted in communities, unlocking potential and delivering meaningful change through creativity, culture, learning, and enterprise.

Our venues in the Devonport Creative Quarter are vibrant, evolving spaces that welcome artists, technologists, learners, makers, and communities to connect, explore, and be inspired. From cultural programming and immersive screenings to artisan café experiences, we create opportunities for people to engage, learn, and grow.

Job Purpose

As a **Customer Experience Host**, you'll play a key role in welcoming guests and supporting the delivery of Real Ideas' exciting and diverse programme across the Devonport Creative Quarter (DCQ).

Whether you're serving great coffee, supporting a dome screening, giving a tour, or helping set up and run a community workshop, you will be instrumental in creating outstanding experiences that reflect our values and mission.

Main duties and responsibilities:

- Provide a warm, informed welcome to all visitors, members, and customers across our DCQ venues.
- Host events and experiences, including dome screenings, creative workshops, tours, and talks.
- Serve food and drink in our café spaces, maintaining high standards of hygiene and presentation.
- Support sales of retail items and ticketed experiences, using tills and point-of-sale systems.

- Maintain a clean, organised, and safe environment across venues.
- Respond professionally to enquiries, feedback, and customer needs.
- Work with the wider team to ensure the smooth delivery of events, including set-up and pack-down.
- Assist with stock control, ordering, deliveries, and daily financial/operational procedures.

Real Ideas wide responsibilities:

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes 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 systems & processes proactively and effectively.
- Track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.
- 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

We're looking for individuals who align with Real Ideas' values and are excited to play an active role across the Devonport Creative Quarter. This is a varied, dynamic, public-facing role ideal for adaptable, people-focused individuals.

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	• Level 2 English and Maths or equivalent • Food Hygiene/Food Handling Certificate (training can be provided)	Application
Behaviours	Adaptability Looking at your ability to adapt to change	Interview
	Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas?	Interview
	Collaboration Can you collaborate effectively and work well with others?	Interview
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	Interview
	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.	Interview
	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.	
Experience	• Providing amazing customer service in a public-facing environment • Working in café, retail, hospitality, events or cultural settings • Serving food and drink, including use of coffee machines or barista service (training can be provided)	Application/ interview

- Handling cash and processing card payments
- Using electronic tills or point-of-sale systems
- Working in fast-paced or high-pressure environments
- Helping to run/facilitate group activities or workshops.

Knowledge

- Basic knowledge of Health & Safety, Food Hygiene, and Data Protection
- Understanding of food hygiene standards and best practices in hospitality (training available)
- Interest in arts, culture, creative technology or community engagement

Application/ interview

Skills & Attributes

- Friendly, approachable, and always ready to offer a warm welcome
- Excellent communication and interpersonal skills
- Ability to multi-task and prioritise under pressure
- High standards of cleanliness and attention to detail
- Strong organisational skills and reliability
- Comfortable using IT systems, tills, and digital tools (with training)
- Ability to follow procedures, take initiative, and respond to issues as they arise
- Strong team player with a flexible, can-do attitude
- Willingness to learn and support across multiple tasks (café, events, tours, workshops)

Application/ interview

Other

- A strong empathy with the values and ethos of Real Ideas.
- Strong commitment to diversity, equity & inclusion with a good knowledge and understanding of how discrimination works and wants to work in an environment that challenges this.

Application/ interview