

Role Profile

JOB TITLE	Customer Experience Host
LOCATION	Working across RIO sites.
HOURS	Hours to be worked flexibly including evening & weekends to suit the needs of the business/team
SALARY	Real Living Wage (£9.30 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 Customer Experience Host is the first point of contact for Real Ideas members and visitors to our buildings and plays a vital role in ensuring everyone receives amazing Customer Experience and is welcomed with a smile. The Customer Experience Host is an important member of the Real Spaces team.

Main Duties & Responsibilities

- Provide an informative and cheerful welcome
- Be the first and last point of contact for employees, guests, visitors, and suppliers.
- Welcome visitors to our spaces, checking tickets and selling merchandise
- Actively promote Real Ideas membership.

- Answer general inquiries from visitors and members about both Real ideas itself and our events and activities and help with orientation.
- Ensure areas are kept tidy and organised.
- Replenish stock in retail spaces
- Support event/experience delivery and facilitation including set up and take down.
- Serve refreshments.
- Receive directions from the Real Spaces Team.

RIO 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 RIO 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 RIO 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	EOI/ Interview
	L2 (or equivalent) Numeracy & Literacy	
Behaviors	Adaptability: Looking at your ability to adapt to change	EOI/ Interview
	Culture Fit: Do you share our beliefs/values and bring about diversity within RIO?	EOI/ Interview

	<p>Collaboration: Can you collaborate effectively and work well with others?</p>	EOI/ Interview
	<p>Growth Potential: Do you have the potential to grow with RIO and can evidence goal setting and motivation?</p>	EOI/ 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>	EOI/ Interview
Experience	<ul style="list-style-type: none"> • Providing amazing customer experience • Working in a public facing or retail/front of house/public gallery environment • Serving food and refreshments • Cash handling and processing card payments • Use of electronic tills/cash register 	EOI/ Interview
Knowledge	<ul style="list-style-type: none"> • Working knowledge of Health & Safety and Data Protection legislation • Basic Food hygiene 	EOI/ 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 	EOI/ Interview

- High standards of personal and food hygiene
- Willingness to learn and try new ideas
- Ability to follow instruction
- Determination and grit

Other

- Heart for great customer experience
- Strong commitment to equal opportunities

EOI

