

Job Description

Post Title:	Amelia Customer Experience Assistant
Service:	The Amelia
Grade:	D/E
Responsible To:	Service Delivery Team Leader or Contact Centre Team Leader

Job Summary: To act as a first point of contact for all visitors to The Amelia. To be part of a multi-skilled Customer Experience Team, delivering the highest possible standards to enhance the visitor journey. To ensure seamless access to all services in a professional and helpful manner.

Main Activities:

- 1) To welcome visitors to The Amelia, engaging with them in a friendly, helpful manner and to respond to their enquiries, promptly and proactively, to achieve the best possible experience.
- 2) To use a range of systems to process visitor enquiries.
- 3) To promote digital channels and self-serve options and to support visitors to complete their enquiries.
- 4) To work across a broad range of communication channels, including face to face, telephone, email and webchat.
- 5) To take an active role in promoting and delivering events and activities across The Amelia.
- 6) To always keep The Amelia well-presented and tidy by ensuring that stock is regularly shelved, deliveries are promptly processed, displays are maintained, refreshed and all are in full working order.
- 7) To identify opportunities to challenge and enhance processes with the aim of improving the effectiveness and efficiency of the service and outcomes for the visitor.
- 8) To act as a liaison between the Customer Experience team and the back office to ensure that the lines of communication are open, and any issues are identified and resolved.
- 9) To undertake training and development activities as necessary to fulfil the requirements of the role. This may include attending meetings and briefings out of normal working hours.

General:

- (1) Be mindful of maintaining good internal/external relations as a representative of The Amelia and Tunbridge Wells Borough Council.
- (2) Be aware of and exercise responsibilities under Health and Safety at Work Act and other related matters.
- (3) Ensure TWBC and Amelia Safeguarding policy is adhered to at all times.
- (4) This job description is not intended to be an extensive list of all the tasks and responsibilities in the post. It may be changed in the light of experience and the needs of the service.