

JOB DESCRIPTION

Our Mission: to enrich people's lives by nurturing and enabling their creative spirit in inspirational spaces

Our Values:

We are creative – passionate about our mission, resourceful and innovative.

We are courageous - challenging ourselves and others to keep learning.

We are caring – we work collaboratively with a generous spirit striving to deliver quality in everything we do.

1. Job Details

Job Title	Manager: Customer Experience, Sales & Administration
Main purpose of job	We are a small, dynamic team, so you'll need to be confident in showing initiative and making decisions. This is a varied role combining sales, customer service, and general administration. You will take responsibility for the following: - Respond to customer enquiries, sell art courses, provide technical support to students. - Be confident with IT and database management. - Update our digital learning platforms. - Manage the office and administration systems efficiently to deliver the best experience to our students, support our artist tutors and encourage the maximum uptake of activities.
Hours	30 hours per week: 9am-5pm Mon, Tues, Thu, Fri
Work Base	Porthmeor Studios, Back Road West, St Ives, TR26 1NG
Travel	Minimal. However, Business Car Insurance is required if the postholder uses their private car on business and therefore the postholder is responsible for ensuring they are covered.
Contract type	Permanent

2. COMMUNICATION AND WORKING RELATIONSHIPS

- a) Responsible to: Director
b) Liaison with: SSP staff, tutors, students, public, BSIW Trust staff, volunteers and partner organisations

3. SPECIAL QUALITIES

A reliable, self-motivated person with a positive attitude and resourceful nature. You are an excellent communicator, great at putting people at ease. This means you quickly and confidently solve issues and work out what people need you to do for them. Your willingness to 'muck in' ensures stuff gets done. An enthusiastic problem solver you take pride in what you do. Able to work accurately and on your own initiative, you learn new skills quickly, adapt to role changes and tasks in a busy workplace. Even under pressure you keep a sense of humour and always stay professional and friendly.

4. KNOWLEDGE, SKILLS AND EXPERIENCE

You need to have:

- A friendly, confident manner with a focus on customer service.
- Excellent IT skills and the ability to learn new systems quickly.
- Proficiency in Microsoft 365 and experience using CRM systems.
- Experience of working in a busy office with an ability to prioritise and manage multiple tasks effectively.
- Excellent time management and organisational skills.
- Excellent written and verbal communication skills, with a customer-focussed mindset.
- High standard of numeracy.
- An eye for detail, making you an accurate worker that takes responsibility for getting things done.

You might also have:

- Experience in retail or sales environment.
- Experience of WordPress.
- Experience in telesales.
- An interest in the visual arts.

Competencies are based on our organisational values of being Caring, Creative and Courageous.

Caring. You

- Are confident, sensitive and calm in challenging situations
- Build positive relationships with customers and colleagues.
- Are compassionate and empathetic.
- Consider how your behaviour impacts others.
- Enjoy teamwork and collaboration.
- Solve problems thoughtfully and effectively.

Creative. You

- Are proactive, self-motivated, and use initiative to find solutions.
- Look for opportunities to work with, learn from and share with others.
- Are flexible and open to change.
- Regularly look to improve the way you do things.

Courageous. You

- Listen attentively, question thoughtfully, and challenge constructively.
- Address ineffectiveness and remove obstacles to success.
- Learn from feedback and setbacks without losing motivation.

5. DUTIES AND RESPONSIBILITIES

Day to day you will:

1. Respond to enquiries, take bookings, manage cancellations and process payments (phone, email and in person).
2. Assist students in making their course choices in an informed, friendly and helpful way.
3. Manage customer feedback and ensure any concerns are resolved promptly and professionally.
4. Manage and maintain accurate student and course records including data entry.
5. Design and analyse CRM sales reports to monitor and review bookings.
6. Seek out opportunities to raise awareness of our activities and maximize bookings.
7. Monitor social media channels to respond promptly and appropriately to posts/comments.
8. Ensure our digital platforms are maintained with up-to-date information and relevant content.
9. Update the School's website and learning platform, using a Wordpress content management system.
10. Provide digital and technical support to customers accessing online accounts.
11. Carry out administration tasks for the smooth running of the School and Youth Programmes.
12. Undertake any other duties as required to support the organisation.

6. OBLIGATIONS

- a. This job description is subject to the Terms and Conditions of service of the Charity.
- b. This job description is subject to the Policies and Procedures of the Charity and all staff are required to acquaint themselves with those applicable to this post.
- c. Under the Health & Safety at Work Act 1974, the Charity has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation.
- d. You will be required to comply with Data Protection legislation and policies and procedures.
- e. This job description will be subject to annual review and amended to meet the changing needs of the Charity
- f. This job description is subject to the Terms and Conditions of Service of the Charity.