

# RECRUITMENT PACK

Customer Service Assistant (Casual)

Ongoing Vacancy

July 2026



# HOME

# WELCOME

## Thank you for your interest in the role of Customer Service Assistant (Casual) at HOME.

HOME is Manchester's beating heart for theatre, film and art. It's an everyday escape, a space which invites everyone in for conversation, creativity, culture and connection. At HOME, you can discover new dimensions, old favorites and everlasting stories.

HOME is Manchester's premier arts centre and a registered charity, welcoming over 7 million visitors since opening. HOME features two theatres, five cinemas, an art gallery, and a popular restaurant. HOME collaborates with artists from both the UK and around the world to produce and present exceptional visual art, cinema, and theatre experiences. Placing a strong focus on UK theatre, international works, new commissions, and artist development, HOME is deeply rooted in the community, pushing creative boundaries, embracing experimentation, and sharing bold, exciting art with as wide an audience as possible.

Our programme is presented across:

- Five state-of-the-art cinemas, presenting one of the UK's most celebrated programmes of independent film
- Two theatres – c.500 seat proscenium arch, T1; and c.130 seat flexible studio theatre, T2 – presenting HOME produced productions
- 500m<sup>2</sup> contemporary visual art space
- Digital platforms
- Talent development and engagement spaces
- In youth and education settings and within communities across Manchester

HOME also relies on trading and secondary income to support the charity, including two bars, a restaurant, event spaces and retail space.

If you require a large print version of this recruitment pack, or any reasonable adjustments to apply for this position, please contact [recruitment@homemcr.org](mailto:recruitment@homemcr.org).



## Equality at HOME

**HOME is an inclusive employer, and we are committed to championing anti-racism, equality and diversity through the way we work, and the work we make and present.**

We want our workforce to reflect on the diverse communities of Greater Manchester, and we welcome candidates from all backgrounds. We actively encourage and support applications from groups who are currently underrepresented across the arts sector, including members of the Global Majority, Deaf, disabled applicants, individuals from lower socio-economic backgrounds, and people from the LGBTQIA+ community.

HOME is a Disability Confident Employer, and a Supporter of the Greater Manchester Good Employment Charter.



# THE ROLE

We are looking for people with excellent customer service and communication skills to join our busy Customer Service Team. In this role, you'll work across all areas of the venue to deliver a high-quality, welcoming experience for every visitor to HOME.

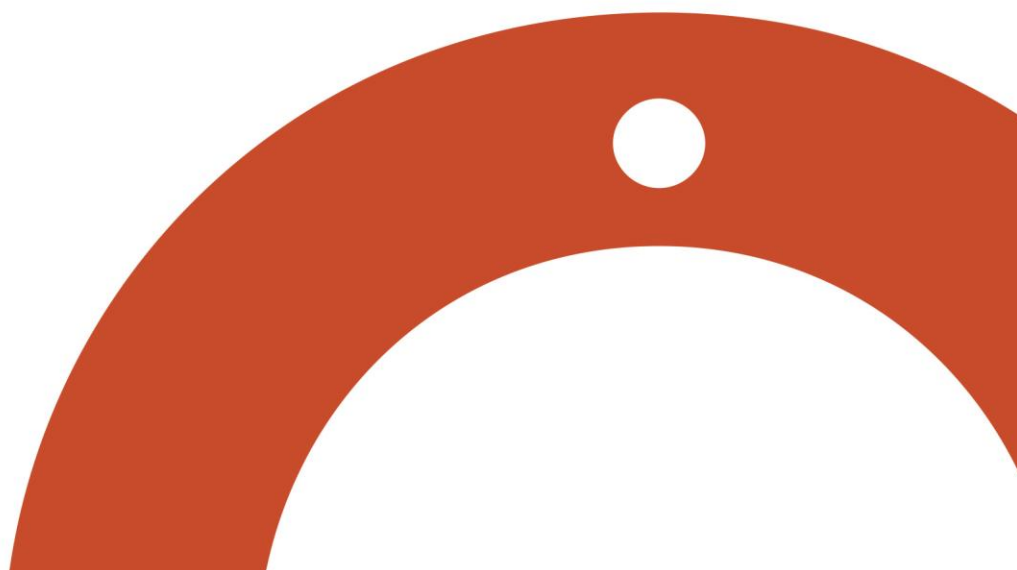
Due to the operational hours of the venue, evening and weekend availability is a must for this role.

## **Customer Service Team at HOME**

The role sits within HOME's Customer Service Team which is responsible for all customer facing areas of HOME including Box Office, Theatres and Cinemas, ensuring that all customers receive the highest standard of service, support and engagement. Team members are often the first point of contact for all visitors to the building, using their passion, knowledge and interest for art, theatre and film to help make our venue an exciting and welcoming place to visit and explore.

# KEY INFORMATION

<b>Salary</b>	£13.45 per hour
<b>Casual Statement Of Engagement</b>	Casual. Subject to satisfactory receipt of recruitment checks (right to work and two satisfactory employment references)
<b>Hours of work</b>	Variable hours as per business needs. Working evenings and weekends as appropriate.
<b>Place of work</b>	HOME, 2 Tony Wilson Place, Manchester, M15 4FN
<b>Holidays</b>	Accrued annual leave will be applied for hours worked pro rata
<b>Pension</b>	The Organisation operates a pension scheme that meets the requirements of automatic enrolment and into which you will be enrolled subject to meeting the requirements of the scheme.



# JOB DESCRIPTION

## Purpose

The Customer Service Assistant (Casual) role delivers great customer service in all areas of the building, specifically in the Box Office, Kiosk and Cinema.

Provide support to the wider HOME programme in all artistic areas, and additionally events and donation campaigns.

Be the first point of contact, face to face, over the phone and by email for customers and visitors.

**Team** Customer Service Team  
**Reports to** Customer Service Management Team  
**Responsible for** n/a

## Main duties

- Welcome all visitors to the venue with a friendly and helpful approach, dealing with enquiries and providing clear information on all HOME activities and facilities. Ensuring that all visitors have a positive and enjoyable experience at HOME whether they are attending a performance, screening, exhibition, event or are customers of café and restaurant.
- Maintaining a clean and safe environment for both HOME customers and employees. Keeping areas clean and tidy before, during and after they are in use by customers and employees.
- Responsibility for the safety & welfare of the customers & to be fully conversant with all emergency procedures including the evacuation procedure and to put these procedures into practice in the event of an emergency arising.
- Contribute to the financial sustainability of the organisation through ticket sales, retail, cross-selling opportunities and donation requests.
- Deal with enquiries and provide informed answers to all visitors to HOME in person, by phone and by email.
- Take cash and card payments for tickets, memberships, shop products, merchandise and other items in person and over the phone.

- Ensure all spaces are free from damage, required lighting is on and any equipment is functioning prior to their use. Undertake regular toilet checks. In the galleries carry out checks that all exhibits are in place and in good condition. Report any issues to the Customer Service Manager so that action can be taken before the space is opened to customers.
- Manage queuing and people movement systems throughout the building and at times outside the building.
- Check tickets to ensure that the tickets presented are for the correct film/performance/event and for the correct start time.
- Direct customers to the appropriate location, entrance/exit and seating, assisting customers as required to ensure that their individual needs are supported.
- Monitor the quality of any performance/screening/exhibition/event along with the environment of the space reporting any problems to the Customer Service Manager.
- Be first point of contact for any customer comments or complaints, assisting where possible to respond to or resolve those and escalating when required to the Customer Service Manager.
- Observe the behaviour and conduct of customers, deal politely with any disruptive individuals/groups and where necessary contact the Customer Service Manager for assistance.
- Distribute materials to customers such as information sheets, leaflets and surveys.
- Record any required information including building checks, exhibition condition reports, audience attendance figures and visitors' comments.
- When in the galleries, approach visitors politely and help with exhibition interpretation, sharing background information, encouraging opinion and furnishing visitors with the means and confidence to voice their own thoughts, preferences and even dislikes
- Cover colleague's breaks
- Contribute to the customer services team as a proactive member

## Additional duties

- Perform all tasks in line with HOME's commitment to providing the widest employee access
- Take part in working groups & training sessions as required
- Be an advocate and ambassador for HOME
- Uphold and follow values and GMAC policies, particularly those around diversity, environmental sustainability, positive work environment and sexual harassment, access, safeguarding, H&S & GDPR
- Keep up to date with financial, administrative and operational best practice
- Carry out duties as deemed appropriate by the Head of department
- Work evenings and weekends if required

This is not an exhaustive list of duties and HOME's management may, at any time, allocate other duties which are of a similar nature or level.

# PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Experience, Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of providing excellent customer service</li> <li>• Ability to communicate effectively with a wide range of different people of all ages and from all backgrounds</li> <li>• Ability to learn procedures and processes quickly, follow instructions, make decisions and find solutions</li> <li>• Flexibility to carry out a range of different tasks while maintaining a positive helpful attitude</li> <li>• Ability to work the working patterns offered as HOME operates seven days a week from 9am until 11pm</li> <li>• Understanding of, and strong commitment to, equality and diversity</li> <li>• Experience of using computers, iPad and mobile devices</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using box office systems and mobile ticket systems</li> <li>• First Aid Training</li> <li>• Fire Warden Training</li> </ul>

# HOW TO APPLY

**We're always on the lookout for great Casual Customer Service Assistants - this is an ongoing vacancy, and we welcome applications at any time as we build our Customer Services Team.**

**Please note** We review applications on a rolling basis and may contact suitable candidates at any time. To avoid missing out, we encourage you to submit your application as soon as possible. If successful following interview, your start date will be subject to our pre-employment checks, which include receiving two satisfactory employment references & right to work in the UK.

**Application format:** submit by email an up-to-date CV together with a supporting statement of no more than 1 A4 page. Alternatively, this can be provided as a short video/audio response no more than 5 minutes in length. Please ensure you provide examples of how you meet the essential criteria within the Person Specification and the main responsibilities for this role in your supporting statement. **All documents submitted as part of the application must be in .pdf, .doc, or .docx format.**

Please email your CV and supporting statement to [recruitment@homemcr.org](mailto:recruitment@homemcr.org) and complete the link here to the [Equal Opportunities Form](#). Please add the job reference number **312172** in the subject line.

**We will invite candidates who meet the essential criteria for an interview on a rolling basis.** Support is available at every stage of the process please email [recruitment@homemcr.org](mailto:recruitment@homemcr.org) if you have any questions related to support requirements.

HOME strives to be an equal opportunity employer, committed to diversity and inclusion in the workplace.

**Please note** Due to the high volume of applications we are unable to respond to all applicants individually. If you have not heard from us within four weeks of submitting your application, unfortunately, you have not been successful on this occasion. Regrettably, we are unable to provide feedback at the application stage for those not selected for interview.

**Thank you for your interest in this post.**



FUNDED BY



FOUNDING SUPPORTERS



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