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## Your job

**Job Title: Customer Services Assistant- Culture, Arts and Heritage**

**Service: Strategy & Innovation**

**Grade: 4**

**Reporting to: Assistant Business Partner- Culture, Arts and Heritage**

Based at Wigan Museum, you will act as the first point of contact welcoming visitors and providing a comprehensive, efficient and effective level of customer service. With a thorough understanding of cultural opportunities in the borough you will offer advice and assistance to customers in terms of our current exhibition, events programme and local history enquires.

You will carry out a range of administrative tasks to support the Culture Team including, but not limited to, responding to correspondence, answering calls and working with our collections to promote our service.

Where possible, with the support of your line manager, you will link customers into wider cultural opportunities with our partners from across the borough including our library service and cultural events and activities that will enrich customers lives.

Working hours will be between Tuesday and Saturday and out of hours cover may be required in line with the needs of the service including evening work to cover events. In such circumstances you will be allocated equivalent time off during the week.

## **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

In the next 12 months, you will:

- Welcome visitors into the museum and Wigan Local Studies space, answering questions and seeking feedback
- Handle and respond to enquiries from the public and deliver excellent customer services
- Assist with the development, exhibition and promotion of the museum collections
- Assist with promotion of our cultural activities and event programme using both social media channels and printed media
- Learn and develop within the Culture Team to understand the cultural offer in Wigan and the strategic goals of Wigan Borough's Cultural Strategy (2025-2030)
- Undertake any functions as requested by management in line with the Job Description

On an ongoing basis you will:

- Utilise intuition and decisive customer service skills which enable face to face delivery to be achieved at the first point of contact
- Promote and encourage volunteering opportunities to customers that engage with the Culture Team, to support and enable experiences that build confidence, self-reliance and provide positive experiences and outcomes.
- Assist with volunteer led projects, supporting the production of programmes and exhibition displays including undertaking research, administration and mounting display panels, preparation and display

- Deliver high levels of customer service that improve satisfaction levels and are recognised nationally as an exemplar of Excellent Customer Service provision
- Undertake any training required to work effectively in this role
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE Grade C or above or equivalent, or demonstrable experience
- To be able to provide an excellent level of customer services both face to face and over the telephone
- Evidence of continuous personal development
- Experience of working effectively as a part of a team whilst having the ability to use your own initiative
- Ability to input, verify and extract data from IT systems and use basic IT software eg. Microsoft Word
- The ability to build rapport with customers to understand their circumstances and work with them to achieve resolution at the first point of contact
- To be able to support with the Culture Team's priorities including delivery of the cultural manifesto.
- Have an ability to work flexibly in line with the demands of the service

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

## Be Positive

“ Take pride in all that you do and support and develop yourself and others. ”

## Be Accountable

“ Be responsible for making things better, enabling change and supporting improvement. ”

## Be Courageous

“ Be open to doing things differently and working collaboratively with others. ”

## Be Kind

“ Be helpful, generous and thoughtful towards yourself and others. ”