



Your job

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

Service: Strategy & Innovation

Grade: 4

Reporting to: Assistant Business Partner

Based at The Turnpike Gallery, this role forms part of a small team acting as the first point of contact for visitors. You will provide a welcoming and knowledgeable customer experience within a visual arts setting, supporting audiences to engage in exhibitions, activities and our wider events programme. With strong awareness of cultural opportunities in the borough, you will offer clear advice and respond to enquiries.

The role also includes a range of administrative tasks, such as responding to correspondence, assist with marketing and supporting the Culture Team in the day-to-day operations of a busy public art gallery.

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 Thursday 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 (UKGDPR) 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.

In this job you will:

In the next 12 months, you will:

- Welcome visitors to the Turnpike Gallery, providing information, answering questions and gathering feedback.
- Handle and respond to public enquiries, ensuring consistently high standards of customer service.
- Assist with the development, installation and promotion of exhibitions, working alongside artists and the Gallery Team.
- Support the promotion of gallery activities, events and programmes through social media channels and printed materials.
- Learn and develop within the Culture Team to understand the cultural offer in Wigan and the strategic aims of Wigan Borough's Cultural Strategy (2025–2030).
- Undertake any duties requested by management in line with the Job Description.

On an ongoing basis you will:

- Apply intuitive and decisive customer service skills to provide effective face-to-face support at the first point of contact.
- Promote and encourage volunteering opportunities to visitors engaging with the Culture Team, helping to create positive, confidence-building experiences for participants.
- Assist with artists and volunteers on projects, supporting the delivery of gallery programmes and exhibitions through research, administration, preparation, and presentation of materials.
- Deliver excellent customer service that contributes to high levels of visitor satisfaction and reflects nationally recognised best practice.
- Undertake any training required to perform effectively in the role.

- Ensure strict compliance with General Data Protection Regulations (GDPR), the Data Protection Act and confidentiality requirements when collecting, using and storing personal data.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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, over the telephone, email and social media.
- 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 use basic IT software effectively e.g. Microsoft Word, Excel, Outlook, TEAMS.
- 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 borough’s cultural strategy.
- Have an ability to work flexibly in line with the demands of the service.

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. ”