



# RECRUITMENT PACK

CUSTOMER SERVICE ASSISTANT

**JANUARY 2026**



# WHO ARE WE?

**beacon**  
arts centre

**We are the Beacon, a contemporary theatre and arts venue in the heart of Inverclyde... and a whole lot more besides.**

Beacon Arts Centre is a vibrant hub for the arts in Inverclyde, presenting outstanding performances and delivering a respected community engagement programme. The Beacon has established a strong reputation for its home-produced pantomimes, creative recovery initiatives, and youth theatre. We are now poised to grow a community of donors who share our commitment to culture, creativity, and inclusive access.



## Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ  
T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)



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Beacon Arts Centre

# WE ARE THE BEACON ARTS CENTRE... AND A WHOLE LOT MORE

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## OUR PROGRAMME

At Beacon Arts Centre we host a year-long programme of theatre, comedy, music, dance and musical theatre. Captivating creative activity doesn't stop there, we also have intimate performances for younger children and their families, and a range of festivals, exhibitions, classes, workshops and events.

## OUR PRESENCE

Beacon Arts Centre is managed by the charity, Greenock Arts Guild Limited, and our diverse funding base is underpinned by core grants from Inverclyde Council and Creative Scotland. We firmly believe that Inverclyde is one of Scotland's most attractive places to live and work and it also has the benefit of well-developed transport links to Glasgow and the rest of Scotland. We are proud to be part of this vibrant community and to make a key contribution to the local economy as an employer. We play a vital role in supporting local tourism.

## OUR VENUE

From our stunning location on the banks of the River Clyde, at the heart of Greenock's waterfront regeneration, our modern, purpose-built venue offers a 500-seat theatre and a 128-seat studio as well as a variety of spaces for exhibitions, meetings, rehearsals and development work. We also have superb facilities for eating, drinking and events.

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# CUSTOMER SERVICE ASSISTANT



## ABOUT THE ROLE

### JOB PROFILE

As part of the Sales and Marketing team, the postholder will support the busy day-to-day activity of the Beacon's programme, working closely with the Sales and Marketing Co-ordinator and Marketing Manager to achieve shared income targets as well as increasing sales across the organisation.

### MAIN DUTIES

- To provide a high level of service for customers, visiting companies and visitors to Beacon Café & Bar
- Effectively operate Beacon Arts Centre's ticketing system (Spektrix) including the maintenance of the customer database for efficient use by the Beacon team and ensuring data compliance under current Data Protection legislation
- Be proficient in upselling and cross-selling various shows and products to reach shared sales and fundraising targets
- To undertake ticket sales face-to-face, by phone and manage online bookings using both cash and card payments
- To undertake the reconciliation of daily takings and manage cash float
- To ensure the security of the box office during operational hours and at the end of the day

### GENERAL

- To deal with general enquiries from the public, visiting companies, contractors and visitors and to take detailed messages and pass them on to other members of the team
- To assist in the distribution of publicity materials and what's on guides
- To carry out any task that may be reasonably required

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# CUSTOMER SERVICE ASSISTANT



## PERSON SPECIFICATION

### ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

The ideal candidate will demonstrate these in both their application and at interview:

- Excellent verbal and written communication skills
- IT literate, including competency in the use of word, excel and database packages
- Cash handling experience
- Customer service
- Available for weekend and evening work with a degree of flexibility
- Excellent customer care skills
- Excellent telephone manner
- Ability and willingness to work in a customer focused way
- Ability to work both independently and in a team environment
- Ability to work calmly under pressure
- Ability to work flexibly to ensure service provision
- Knowledge of current Health & Safety legislation and practice

### DESIRABLE SKILLS & VALUES

- Box office experience
- Active interest in the theatre and arts industry
- Experience in administration
- Knowledge of ticketing systems (Spektrix) and/or databases

# SUMMARY



## JOB TITLE

Customer Service Assistant

## RESPONSIBLE TO

Marketing Manager

## CONTRACT

Casual (hours provided will be ad hoc, as they are dependent on the needs of our performance programme).

## HOURS / OVERTIME

Casual (hours won't exceed the Working Time Directive).

## SALARY

£12.60 per hour

## PROBATIONARY PERIOD

3 months

## NOTICE

One week during probationary period; one month thereafter.

## PENSION

There is a stakeholder pension scheme applicable to your employment. Further details are available from the HR Manager.

## HOW TO APPLY

### APPLY TO

Tessa Calder,  
Finance & HR Manager  
[recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

### ATTACHMENTS REQUIRED

1. CV (2 sides A4 max)
2. Covering letter (1 side A4 max)
3. Name and contact details of 2 referees (referees will not be contacted prior to interview)
4. Equal Opportunities Monitoring Form (available at [beaconartscentre.co.uk/work-with-us](http://beaconartscentre.co.uk/work-with-us))

### EMAIL SUBJECT HEADING

Customer Service Assistant

### APPLICATION DEADLINE

Tuesday 27 January 2026, 5pm

### INTERVIEWS

On receipt of application

### START DATE

As soon as possible

If you would like to have an informal confidential chat about the role in advance of submitting an application, please email Tessa Calder, Finance & HR Manager, at [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

Should you have any access requirements or need any reasonable adjustments to be made in order to apply for this role, please contact [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

The Beacon is committed to access, diversity and representation, and we actively encourage applicants from different backgrounds and with different experiences in order to develop and strengthen the organisation, evolve our programmes, and better reflect the communities we serve.

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