



**The Riverside  
Centre**  
Newport

## Part Time Customer Assistant

Start date: Immediate

Hours of work: 16 hours per week

Terms of contract: Permanent

Salary: Depending on experience

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The Riverside Centre is a thriving community venue located next to Newport Harbour in the centre of the Isle of Wight. Home to Community Action Isle of Wight, it has long been a place of integration in both ethos and practice and is used by a diverse group of people and organisations, for business meetings, conferences and venue hire.

We are currently looking for someone with previous experience in a customer facing role to join our small team, helping us to deliver excellent service to our customers, visitors and service users. This is a varied role that will suit a confident individual with good people skills. On a daily basis your duties may include:

- Meet and greet incoming visitors, covering reception at events and during busy times. Answer incoming phones calls, transfer and take messages.
- Assist guests and visitors with directions, parking payments, refreshments and information. The ideal candidate will also have excellent people skills and be confident dealing with the general public in a variety of situations.
- Prepare and set-up meeting rooms according to booking requirements.
- Ensure the building is presented at its best at all times; tidying reception areas, litter picking, topping up and tidying washrooms, emptying bins and cleaning where necessary between bookings.
- Serve and pour beers, wines and spirits from the bar, serve hot and cold snacks, take card and cash payment, restock fridges, clear tables and keep the area tidy during events.
- Prepare and serve refreshments to customers in their meeting rooms, and maintain clean, well-stocked facilities.

This is a permanent position for 16 hours per week, which will be split over 4 or 5 days depending on the spread of bookings, and will include early starts, evenings and weekends. There is also the possibility of overtime.

Reporting to the Operations Manager, you will be confident working alone, decision making and taking the initiative, as well as working with the hospitality team and wider organisation.

Please email a CV with a short introduction to; [cbachelor@theriversidecentre.org.uk](mailto:cbachelor@theriversidecentre.org.uk)

For more information about The Riverside Centre, please visit [www.theriversidecentre.org.uk](http://www.theriversidecentre.org.uk)