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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Customer Experience Manager – Hospitality |
| **Reports to** | General Manager |
| **Responsible for** | Bar Supervisors, Bar Casual Staff |
| **Hours** | Full-time, 40hpw |
| **Contract** | Permanent |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Salary** | £33,000 |
| **Location** | Eastbourne |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

The Hospitality Manager is vital to the success of our business. The postholder plays a pivotal role in defining our hospitality operation to ensure our guest experience is at its best whilst maximising all revenue streams.

As the Customer Experiences Manager (Hospitality), the postholder is responsible for:

* Management of all bar operations across the Congress Theatre, Devonshire Park Theatre, Winter Garden and Welcome Building, to ensure they are delivered to the highest standards of presentation and quality by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
* Playing a key role in ensuring that Eastbourne Theatres is a welcoming venue offering outstanding service to all customers, Customers and staff across all events and spaces.
* Maximising income generating opportunities through a variety of methods including but not limited to effective impulse buy opportunities and product relevant to the audience and customer type.
* Understanding and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and hygiene legislation.
* Leading the bars teams ensuring they perform with the highest possible standards of customer service.
* Ensuring that all bars are always well stocked with products appropriate to the relevant audiences attending

This is an operational, hands-on post which will also act as a Duty Manager as required.

ABOUT YOU

You are a self-motivated individual with a passion for exceptional hospitality. You inspire and lead a team with customer care at the core, achieving results through creativity and robust hospitality knowledge. The ideal candidate will deliver an outstanding hospitality experience, lead a team to exceed targets with a focus on customer care, and be adaptable, forward-thinking, and detail oriented.

JOB ROLE

KEY RESPONSIBILITIES

* Actively lead the bars service ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive sales through excellent leadership.
* Act as Duty Manager for the building on a rota basis, working evenings, weekends and bank holidays as required.
* Assist with stock takes and monitoring of all margins across Liquor and Kiosk lines, ensuring adequate stock controls are in place and that stock results and supporting data are reported as required.
* Ensure staffing levels are always appropriate to meet business and service requirements.
* Alongside the Events team, effectively plan and execute bars, including any mobile bars that are required at events, including all preparations, forward planning and room setting and the subsequent break-down and clear-down of each of event.
* With the General Manager ensure all Hospitality areas and their decor are maintained to a high, appealing standard and that all equipment is kept in good order.
* As part of the Duty Management team, be a nominated First Aider when Duty Manager and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded and followed up if required.
* In collaboration with the General Manager, assist with hospitality team recruitment and on-boarding, with the aim of always attracting and engaging the best available talent.
* Ensure that stock is ordered in a timely manner and forward plan to ensure that the product range is suitable for the incoming audiences.
* Effectively plan and co-ordinate the training, development and learning requirements of the bars team, with an emphasis on customer service, sales through service and health and safety.
* In collaboration with the General Manager and the venue's senior management team, uphold the conditions of the venue's licenses.
* Undertake any relevant training and development that may be required, and to keep abreast of relevant industry developments

PERFORMANCE MEASURES

* **1. Customer Satisfaction & Experience**

Measure: Achieve and maintain a high customer satisfaction rating for bars across all venues (Congress Theatre, Devonshire Park Theatre, Winter Garden, Welcome Building), measured through feedback forms, online reviews, and mystery shopper reports.

* **2. Revenue Growth from Hospitality**

Measure: Deliver a year-on-year increase in bar and kiosk revenue, through upselling, audience-relevant products, and effective use of impulse-buy strategies.

* **3. Operational Efficiency & Stock Management**

Measure: Maintain stock variances within ±2% on monthly stock takes and ensure compliance with stock control procedures, including timely ordering and stock rotation.

* **4. Staff Development & Retention**

Measure: Ensure all bar staff complete mandatory training (customer service, H&S, licensing laws) within 6 weeks of joining.

* **5. Compliance & Health & Safety**

Ensure full adherence to all licensing, health and safety, and food hygiene regulations. This includes achieving compliance outcomes that reflect no major breaches, with any identified concerns addressed through an effective action plan within 24 hours, thereby maintaining the highest standards in operational safety.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.