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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Assistant Customer Experience Manager |
| **Reports to** | Customer Experience Managers |
| **Responsible for** | Front of house permanent and casual team, Ticketing permanent and casual team.  |
| **Hours** | Full-time, 40hpw  |
| **Contract** | Permanent  |
| **Salary** | £32,000 |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Location** | G Live, Guildford, with occasional travel |

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

This role is one of four Assistant Customer Experience Managers and are vital to the success of our business. With a busy schedule of shows and events, including music, plays, comedy, community, and corporate events, the Assistant Customer Experience Managers are pivotal to the day-to-day operation and ensuring a smooth operation.

Each Assistant Manager holds responsibility for a specific pillar – Ticketing team, Volunteers, or Front of House team (x2) – but will work as a unified team, sharing knowledge and understanding across all areas. This collaborative approach ensures that each Assistant Manager contributes meaningfully to team-wide decisions and is able to provide cover and support across the full scope of the customer experience operation.

They will work closely with the **Customer** **Experience Managers – Hospitality and Engagement**, providing insight and leadership within their specialist area and contributing to a consistent, joined-up approach across the department.

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

ABOUT YOU

An **experienced and adaptable operational leader**, ideally with a background in the theatre, live entertainment, or cultural sectors. You’re confident leading a team, managing a key area of the customer journey, and stepping up to deliver under pressure.

Collaborative, practical, and solutions-focused, you’ll be comfortable working both independently and as part of a high-performing team. You’ll bring attention to detail, the ability to coach others, and the flexibility to support the department wherever you're needed most.

You’ll also bring:

* A strong sense of ownership and pride in your pillar of responsibility, alongside a clear understanding of how all areas of customer experience work together.
* A team-first mindset and willingness to share knowledge, contribute to shared decision-making, and step in to support colleagues across the operation when needed.

JOB ROLE – ASSISTANT CUSTOMER EXPERIENCE MANAGER

KEY RESPONSIBILITIES

* Assist the Customer Experience Managers in the development, implementation and management of the highest standards of customer service and maximise revenue.
* Play a key role in ensuring that G Live is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces. This includes liaison with Visiting Companies and Tour Managers.
* Act as Duty Manager for the building on a rota basis, including evening, weekend and bank holiday work.
* Working closely with the Customer Experience Manager – Engagement to make sure all visiting productions are advanced appropriately and all pre-production paperwork received.
* Ensure shows are appropriately staffed in all front of house areas, including hospitality operations, and ensure the highest standards of customer care, safety and commercial success are achieved.
* Support the Customer Experience Managers in maximising income including operationally merchandising the hospitality areas, focus on spend per head targets, encouraging the team through briefings and training, and finding opportunities to upsell the Mezzanine VIP experience.
* Support the Events Team in the delivery of their events and functions.
* Cover the Stage Door when required, working with Stage Door to deliver the operational and administrative Stage Door function.
* Line Management of one of the Ticketing/Customer Experience Team Members & Supervisors/Volunteer teams, ensuring all rotas and necessary training, including training delivery, are completed in good time. Assist with recruitment and induction as required.
* Attend meetings as required, including individual check-ins with your reports, and Operations, Health and Safety, Access and Green Team meetings.
* As part of the Duty Management team, you will be the nominated First Aider and will have to deal with any accidents or incidents that occur, ensuring that they are accurately recorded, followed up if required, and investigated in a timely manner.
* A designated First Aider, you will champion Health and Safety and assist with the implementation of G Live’s Emergency and Evacuation procedures.
* Assist with the effective and timely management of customer feedback, identifying any necessary improvements to service standards.
* Have an outstanding knowledge of the venue, ready to answer any queries that customers or visiting companies may have.
* Support the integration of accessibility and inclusion into every aspect of the customer journey.
* Collaborate across to departments to integrate sustainability and environmental awareness into all ways of working.
* Work with other departments to ensure all areas and their décor are maintained to a high, appealing standard and that all equipment is kept in good order.
* Undertake any relevant training and development that may be required and keep abreast of relevant industry developments.

This Job Description is not an exhaustive description of your duties.  You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.

PERFORMANCE MEASURES

* Visit Feedback scores from front-of-house and back-of-house customers.
* Personal development/training and the development of the team/volunteers within your area.
* Consistency of customer experience and service across all pillars.
* Successful collaboration with other managers and departments, providing an excellent, joined-up customer experience.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.