

KEY INFORMATION

Role Title	Casual Customer Experience Team Member
Reports to	Bar Manager & Deputy Customer Experience Managers
Responsible for	Delivery of efficient, high-quality customer experience across all elements of the department, ensuring business objectives are met. Ensuring the highest standards of customer service are delivered, facilitating smooth service and consistency between departments.
Hours	Subject to variation to meet business requirements. Working hours will include evenings, weekends, and Bank Holidays, including Christmas.
Contract	Casual
Annual Leave	Paid at 12.07% of hours worked
Salary	£12.21
Location	London, 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

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ABOUT YOU

KEY RESPONSIBILITIES & PERFORMANCE MEASURES

Health and Safety and Security

- To assist in emergency evacuation of the building.
- Liaison with various internal departments.
- Maintain Health and Safety, Food Safety and Fire Safety procedures.
- To understand Health and Safety procedures, reporting any accidents, incidents and near misses to management.
- On occasion, security of Stage Door and backstage areas including the monitoring of all people entering and exiting the building, signing in and out records, supervision and monitoring of CCTV along with the fire and intruder alarms.

General Responsibilities

- To be a point of contact for all Orchard staff and visitors, including contractors and visiting companies, presenting a professional, welcoming and helpful manner.
- Understanding of the venue's ticketing system in dealing with but not limited to; general ticket sales for theatre performances and hospitality events, administration of ticketing aspects of the membership schemes and visiting company seating requests.
- To carry out duties including in-person bookings, online booking support, including reservations for the venue's Restaurant and on performance days, the scanning of tickets for patrons.
- To maximise sales revenue through upselling of memberships, hospitality offers, events and any other items of relevance.
- To assist the Customer Experience Team Leader and Duty Manager in ensuring the venue is ready to welcome the arrival of Orchard patrons and visiting companies.
- Assist with both Artistes', visiting company and Orchard patron enquiries in a timely manner.
- To work across various areas including Food and Drink service including alcohol, Front of House including ushering duties, Stage Door and Welcome Desk, on a rotational basis.
- To assist in maintaining a high standard of preparation of areas including bars, merchandise and all Front of House areas including the auditorium.
- To carry out any other duties as directed by the Customer Experience Team Leader and Duty Manager.
- Cultivation of continuous relationships between The Orchard Theatre and its patrons.
- To attend training courses and development relevant to the successful execution of the job role.
- Dress in accordance with the Theatre's dress code.
- Late finishes may be required.

Key Attributes

- Literacy and computer literacy appropriate to the post to include a strong awareness of ticketing and till systems.
- Self-motivated and able to work independently, whilst also comfortable working as part of the wider Theatre team.
- Evidence of organisational and administrative experience and a professional attitude.
- Strong customer service skills essential in dealing with public, Orchard staff and industry colleagues.
- An ability to be flexible to business needs and be able to work calmly under pressure.
- Demonstrate enthusiasm for live theatre.
- An ability to be flexible and able to work evenings, weekends and Bank Holidays.
- Understanding of Health and Safety and Food Hygiene.
- Previous experience in a customer facing/service environment.

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.