

KEY INFORMATION

Role Title	Customer Experience Assistant
Reports to	Michael Carter, Front of House Manager
Responsible for	
Hours	
Contract	Casual
Annual Leave	12.07%
Salary	£12.21
Location	Lyceum Theatre, Crewe

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 focused 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 main responsibilities of the Customer Experience Assistant will be to:

Welcome our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.

Sell and promote our products/merchandise as required. This role includes bar duties and the sale of alcohol products.

Collaborate with the venue team to ensure the delivery of events, implement service standards, standard operating procedures and all housekeeping and setting up of our event spaces.

Work alongside our Duty Manager team, supporting all aspects of Front of House operation, from welcoming customers and selling of tickets through to delivery of food and beverage items with a warm welcome into our auditorium.

ABOUT YOU

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values: creativity collaboration, excellence, and respect.

KEY ATTRIBUTES

- Passion for theatre / live entertainment.
- An exceptional eye for detail for written, numeracy and verbal communication.
- Drive to learn new skills.
- Great team spirit.
- Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues.
- Understanding of health and safety.
- Ability to work effectively during busy times.
- Knowledge of surrounding area.

KEY EXPERIENCE

- Previous experience working in theatre or an entertainment venue.
- Understanding and knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.
- Customer focused experience.

APPLICATION PROCESS

If successful, you will be invited to a group interview.

Please note: This position involves the sale of alcohol and therefore requires applicants to be 18+ years.

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

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

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.

For more information about Trafalgar Entertainment and Crewe Lyceum please see crewelyceum.co.uk