

KEY INFORMATION

Role Title	Duty Supervisor
Reports to	Deputy Customer Experience Manager
Responsible for	No direct reports When on duty: responsible for casual and zero-hours operational staff (alongside the Duty Manager)
Hours	Full Time
Contract	Permanent
Annual Leave	33 days per annum inclusive of public holidays
Location	On-site at Southend Theatres (Cliffs Pavilion & Palace Theatre)

INTRODUCTION

Duty Supervisors contribute to the commercial success of Southend Theatres, supporting the delivery of the smooth and efficient day to day running of the venues' operations during performances, events and daytime service.

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 SOUTHEND THEATRES

Southend Theatres comprises the Cliffs Pavilion, the Palace Theatre and the Dixon Studio in Essex and is managed by an experienced team of over 250.

Southend Theatres is one of the most successful theatre, event, food and drink operations in the UK, delivering nearly 1,000 events every year, with venue capacities ranging from 80 seats to 2,200 seating/standing.

ABOUT THIS ROLE

Duty Supervisors contribute to the commercial success of Southend Theatres. Supporting the delivery of customer service, Duty Supervisors deliver the smooth and efficient day to day running of the venues' operations during performances, events and daytime service.

Duty Supervisors are flexible and willing to learn.

ABOUT YOU

You are customer-focused and commercially savvy, ideally with experience in theatre, events, or food and drink customer-facing operations. You have experience supervising operational staff and are eager to learn and develop new skills.

You thrive in busy, challenging, and multifaceted commercial environments, including large corporate organisations. You can think on your feet, taking the lead to positively influence the success of events and business outcomes.

You demonstrate a strong customer service ethos, with a genuine commitment to delivering an excellent experience every time. Flexible, energetic, and resilient, you are results-focused and motivated by driving profitability and efficiency.

You communicate professionally and confidently, maintaining an excellent manner with the public, colleagues, and stakeholders. You are adaptable to changing business needs, able to remain calm and effective under pressure.

You have a solid understanding of risk management, Health and Safety, and licensing obligations, and know how to apply and enforce these effectively in operational settings.

JOB ROLE

KEY RESPONSIBILITIES

1. Customer Experience Delivery & Service Standards

- Deliver consistently high standards of customer experience across all customer-facing operations, actively supervising services and addressing issues in real time.
- Act as the first point of escalation for customer issues during duty periods, resolving concerns promptly and professionally.
- Ensure marketing materials are current, relevant and appropriately displayed to support customer engagement.
- Maximise income generation through effective merchandising, impulse purchase opportunities and product selection aligned to audience profile and event type.

2. Operational Supervision & Duty Support

- Act as Duty Supervisor on a rota basis, supporting venue operations during daytime, evening, weekend and bank-holiday trading.
- Maintain a visible and proactive supervisory presence throughout key service periods to drive service quality and team performance.
- Oversee day-to-day operations to ensure smooth, efficient service delivery.

3. Event Delivery & Venue Readiness

- Support the delivery of allocated events, including equipment preparation, room setups and correct storage of equipment.
- Carry out and record pre-opening and pre-show checks to ensure venues are safe, compliant and presented to a high standard.
- Operate the building management system to maintain a welcoming and comfortable environment for customers and visitors.

4. Safety, Security & Compliance (Operational)

- Ensure all operations comply with relevant legislation, licensing conditions and Health & Safety requirements during duty periods.
- Act as a nominated First Aider, responding to incidents and ensuring accurate recording and follow-up as directed by the Duty Manager.
- Support the implementation of emergency and evacuation procedures in collaboration with the Duty Manager.
- Act as key-holder for buildings, including participation in emergency call-outs where required.

5. People Supervision & Professional Standards

- Support the supervision, training and motivation of casual and zero-hours operational staff, alongside the Duty Manager, to deliver high-quality customer experiences.
- Role-model expected behaviours, standards and professionalism during duty periods.
- Maintain personal competence through training, development and awareness of operational best practice.
- Comply with uniform and personal protective equipment requirements.

PERFORMANCE MEASURES

Venues' profitability
Customer satisfaction ratings
Operational and safety effectiveness

FURTHER INFORMATION

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, as directed by a Duty Manager, the Deputy Customer Experience Manager, Customer Experience Manager, General Manager, Venue Director or other senior leaders.

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.