

KEY INFORMATION

Role Title	Customer Experience Team Leader (Zero Hours)
Reports to	Deputy Customer Experience and Deputy F & B Managers
Responsible for	Direct Management of the Customer Experience Team.
Hours	Variable against performance programme
Contract	Zero Hour Contract
Annual Leave	N/A
Salary	£13.37 p/h
Location	Orchard Theatre, Dartford, 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

Through management of the Customer Experience Team, to oversee the delivery of an efficient, high-quality Front of House service, maximizing profitability, achieving financial targets, and ensuring business objectives are met. Ensure the highest standards of customer service are delivered, facilitating smooth service and consistency between departments.

ABOUT YOU

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

JOB ROLE

Strategic

- Maximise impulse buy and spend per head opportunities and ensure all points of sale and merchandising are relevant to the audience and customer type.
- Prioritise workload, dividing time between floor and office-based operations to best meet the demands of the business.
- Support the Management team in delivering the annual Business Plan and departmental targets.
- Ensure adequate staffing levels are achieved and maintained in all areas of responsibility within set financial constraints.

Operations

- Effectively manage all points of sale whilst at the same time supporting all Customer Experience Team departments in conjunction with the Duty Manager.
- Effectively manage the customer journey into and around the building with the scanning of all tickets.

- Ensure all Customer Experience Team areas deliver excellent service standards on a consistent basis.
- Act as point of contact and knowledge for retail merchandising behind the bars, kiosk and show merchandise.
- Programme, update and maintain the till systems, ensuring any problems are efficiently dealt with as they arise and in optimum time.
- To assist the Duty Managers in the on-shift training of Customer Experience Team.

Finance Management

- As directed by the Duty Managers, ensure adequate stock controls are in place and that stock results and supporting data are reported as required.
- Develop and implement effective stock management processes, minimising wastage, and loss.
- Ensure labour-to-sales percentage is achieved within budget.
- Ensure Customer Experience Teams work towards increasing sales and maximising profitability.
- Adopt a proactive approach to maintenance and repair of equipment, liaising with the Technical Team and external contractors where appropriate.
- Ensure Trafalgar security policies and financial procedures are adhered to.
- Ensure Trafalgar administration procedures relating to payroll are adhered to and relevant data is delivered in an accurate and timely manner.

Guest Service Standards

- Set and ensure adherence to guest service standards throughout the Customer Experience Team.
- Work with the Duty Managers to identify and deliver effective methods of customer consultation. Through feedback received implement, deliver, and monitor appropriate changes.
- To manage the Customer Experience Team in maintaining a high standard of presentation of Front of House areas including kiosk, merchandise and bar facilities.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Create and sustain positive cross-departmental working relationships, ensuring effective communication and support.
- Actively lead all key services ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive each service through excellent leadership.

Health & Safety

- Ensure all operations adhere to relevant legislation, licensing conditions and Health and Safety Regulations.
- To assist in the emergency evacuation of the building and to act in accordance with building policy procedures.
- To assist the Duty Manager in ensuring the health & safety of the public during performance times.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.
- Manage, develop, and monitor the Customer Experience Team by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
- Ensure effective recruitment, induction and development processes are followed and maintained through the Customer Experience Team.
- Ensure all staff are aware of service standards and receive adequate training to enable them to always deliver an excellent service.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- Ensure effective communication across all departments.
- Undertake team meetings as deemed appropriate to ensure the above key objectives are delivered.
- Carry out any other duties as appropriate to the post.

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.

PERSON SPECIFICATION

To be considered for this post you will need to evidence and demonstrate:

Experience

- Delivering excellent customer service in a multi-tasking environment.
- Hands-on bar and waiting experience in a busy hospitality environment.
- Experience of The Zonal till system, cash handling and reconciliation.
- Previous experience of managing and training staff in a team leader or supervisor capacity.

Skills

- Literacy, computer literacy (including proficiency in Microsoft Office), and numeracy appropriate to the requirements of the post.
- Excellent interpersonal and communication skills.
- Good organisational and planning skills.
- Ability to work calmly and effectively in a fast-paced hospitality environment.

Knowledge

- Knowledge of problem solving with a positive and pro-active approach.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional, and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends, Bank Holidays and Christmas.
- Highly presentable.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Ambition and drive with the ability to learn quickly.
- A pro-active and positive approach to solving problems in a prompt and independent manner.

Desirable

- Basic Food Hygiene.
- An interest for live theatre and the arts.

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.