

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Assistant Customer Experience Manager
Reports to	Customer Experience Managers
Responsible for	Front of House and Supervisor casual teams / Ticketing permanent and casual teams / Stage Door permanent and casual teams / Volunteers
Hours	Full-time, 40hpw (incl. Evenings, Weekends and Bank Holidays)
Contract	Permanent
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 will join a small team of Assistant Customer Experience Managers. 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 success of the day-to-day venue operation.

Each Assistant Manager holds responsibility for specific areas of the Customer Experience operation – the Front of House team, Supervisors, Ticketing team, Stage Door Team, Volunteers, and Bars / Hospitality. You will work as part of 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.

The Assistant Managers are led by the two **Customer Experience Managers**, who provide insight and leadership within their specialist areas, contributing to a consistent, cohesive approach across the department.

This is an operational, hands-on role, which will also act as a duty manager on a rota'd basis.

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 key areas 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 clear communication skills, attention to detail, the ability to coach others, and the flexibility to support the department wherever you're needed most.

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You'll also bring:

- A strong sense of ownership, accountability and pride in your designated area of responsibility, alongside a clear understanding of how all areas of customer experience work together.
- A willingness to share knowledge, contribute to shared decision-making, and desire to achieve results.

JOB ROLE - ASSISTANT CUSTOMER EXPERIENCE MANAGER

KEY RESPONSIBILITIES

- Act as Duty Manager for the building on a rota'd basis, including evening, weekend and bank holiday work.
- Line Management of the Ticketing Team / Customer Experience Team / Supervisors / Volunteer Team, on a designated period of rotation. Ensuring all rotas and mandatory training, including training delivery, are completed in good time. Assist with recruitment and inductions as required.
- Assist the Customer Experience Managers in the development, implementation and management of the highest standards of customer service and maximisation of 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.
- Work closely with the Customer Experience Managers 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, maximising opportunities to upsell products and VIP packages.
- Have a good understanding of stock control processes, supporting the team in the reduction of wastage, efficient ordering and overall stock management.
- Support the Events Team in the delivery of their events and functions, with a focus on both client and guest experience.
- Work with the Stage Door team to learn the venue systems, deliver the operational and administrative functions, and cover the role when required.
- Attend meetings as required, including individual check-ins with your reports, and Operations, Health and Safety, Access and Green Team meetings.
- You will champion Health and Safety across the venue and assist with the implementation of G Live's Emergency and Evacuation procedures
- As part of the Duty Management team, you will be a nominated First Aider and will attend any accidents or incidents that occur, ensuring that they are accurately recorded, followed up, and investigated in a timely manner.
- Assist with the effective and timely management of customer feedback, identifying any necessary improvements to service standards.
- Gain a broad knowledge of the venue, ready to answer any queries that guests 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 members/volunteers within your area of responsibility.
- Consistency of customer experience and service levels.
- 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 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.

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