

## KEY INFORMATION

Role Title	Deputy Customer Experience Manager - Hospitality
Reports to	Customer Experience Manager
Hours	40
Contract	Permanent
Annual Leave	33 days per annum inclusive of public holidays (pro rata)
Location	Eastbourne Theatres

## INTRODUCTION

Customer and commercially focused, the Assistant Customer Experience Manager at Eastbourne Theatres supports all customer-facing operations ensuring high levels of customer service alongside super-efficiency and commercial success.

## 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

With a strong customer and commercial focus, the Deputy Customer Experience Manager at Eastbourne Theatres will have the desire and ability to drive success in one of the UK's busiest entertainment, event, food and drink businesses. Highly visible and operational, the Deputy Customer Experience Manager supports all customer-facing operations ensuring high levels of customer service alongside super-efficiency and commercial success. This is an operational, hands-on post which will regularly act as duty manager and deputises for the Customer Experience Manager.

## **ABOUT YOU**

Commercially savvy, enthusiastic, and capable of influencing others, you are a visible presence with experience of either theatre, events or food and drink operations.

You are energetic, resilient, proactive, results-focussed, creative, self-motivated, engaging and a dynamic leader.

You are motivated by driving profitability and efficiency.

You have a strong customer service focus and a genuine desire to deliver an excellent experience, every time.

You thrive in a large corporate company.

You have good leadership skills with the ability to support a large team while delivering results.

You have an excellent manner when dealing with the public, colleagues, stakeholders and industry figures.

You are flexible to business needs and work calmly and effectively under pressure.

You have experience in successful staff management especially in effective and efficient deployment (rotas).

## **JOB ROLE**

### **KEY RESPONSIBILITIES**

Maximise income-generating opportunities through all customer-facing operations, including bars, catering (restaurant and events) and retail (confectionery, merchandise).

Implement and manage the highest standards of customer experience in all customer-facing operations, including communication and guidance for staff.

Support the delivery of a welcoming and inclusive customer experience across all areas

Act as a visible point of support for team members and customers during live operations, with a main focus on Catering and Events.

Support the coordination of day-to-day operations across Box Office, Café, Main Kitchen, FOH, Bars and Stage Door.

Coordinate events, ensuring they are delivered safely, efficiently and in line with plans.

Support Box Office operations including customer service, system use and sales behaviours.

Encourage upselling and contribute to secondary spend in Café, Bars and Events.

Provide guidance and support to Customer Experience Team Members during shifts

Liaise with Chef team on a daily basis regarding upcoming events

Assist with team briefings and ensure communication is clear and consistent

Follow all Health & Safety, Food Safety and licensing procedures  
Support emergency procedures and act as part of the duty team when required

Ensure compliance with all training requirements for all staff.

Act as key-holder for all buildings with the potential to be included in emergency call-outs.

Duty Management of public events to ensure the highest standards of customer care and safety, working evenings, weekends and bank holidays as required.

Carry out and record pre-opening and pre-show checks to ensure that the venues are presented at their best and safe to receive the public.

Contribute to the effective management of Customer Experience staff, maintaining excellent communications with this team, creating rotas that are accurate, and take all operational factors into account.

Support team recruitment, onboarding, and development to always attract and engage the best available talent.

Undertake any relevant training and development that may be required and keep abreast of relevant industry developments.

## **PERFORMANCE MEASURES**

Operational effectiveness  
Customer satisfaction ratings  
Staff resource planning improvements

## **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 the 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.