

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Deputy Customer Experience Manager - Hospitality
Reports to	Customer Experience Manager
Responsible for	Customer Experience Supervisors and Casual staff
Hours	Full-time, 40hpw
Contract	Permanent
Annual Leave	33 days per annum inclusive of Public bank holidays
Salary	£28,000.00
Location	Wycombe Swan - High Wycombe

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

The Deputy Customer Experience Manager supports and coordinates the delivery of all hospitality operations across the venue, including bars, catering, and events.

This is a hands-on, operational role, responsible for ensuring high-quality customer experience while driving secondary spend and commercial performance. The role works closely with the wider Customer Experience team to deliver a seamless, joined-up customer journey.

You will act as a visible leader ensuring the venue operates safely, efficiently, and to the highest standards.

KEY RESPONSIBILITIES

Hospitality Operations & Commercial Performance

- Support and coordinate hospitality operations taking responsibility during shifts
- Actively support the delivery of spend per head targets through effective team briefings, upselling techniques, and operational focus during service
- Support the delivery of events and functions, ensuring they run smoothly and efficiently
- Support stock management across all bar and hospitality areas, including placing orders, monitoring stock levels, and minimising wastage
- Ensure accurate stock handling, storage, and rotation in line with company procedures
- Ensure bar setup, layout, and staffing levels are optimised to maximise efficiency and sales opportunities
- Work collaboratively with other departments to ensure smooth service delivery

Customer Experience

- Deliver consistently high standards of customer service across all hospitality areas
- Act as a visible and approachable leader for customers and staff while on shift
- Ensure a welcoming, inclusive, and accessible environment at all times
- Respond to customer feedback and HGEM reports and implement improvements where needed

Team Leadership & Management

- Support, and motivate supervisors and casual teams
- Ensure effective staffing levels and rota planning aligned to business needs
- Support recruitment, onboarding and ongoing training of team members
- Deliver clear briefings and maintain strong internal communication

Duty Management

- Act as Duty Manager on a rota basis, including evenings, weekends, and bank holidays
- Oversee venue operations during performances and events
- Maintain excellent presentation and readiness of all public areas
- Carry out pre-opening and pre-show checks

Health & Safety & Compliance

- Support and maintain compliance with all Health & Safety, Food Safety, and licensing regulations
- Support the implementation of emergency and evacuation procedures
- Act as a designated First Aider when required
- Ensure all staff are appropriately trained and compliant

ABOUT YOU

You are a confident, hands-on hospitality leader with a passion for delivering excellent customer experiences and supporting smooth, efficient operations. You take pride in maintaining high standards and working closely with teams to ensure everything runs effectively day to day.

You thrive in fast-paced environments and are comfortable supporting large teams and busy operations with a practical and proactive approach.

You will be:

- Customer-focused and service-driven
- A clear communicator and supportive, visible leader
- Proactive, organised, and detail-focused
- Calm under pressure with strong problem-solving skills
- Flexible and willing to work evenings, weekends, and events

You will bring:

- Experience in hospitality or venue operations
- Proven ability to lead and motivate teams
- Strong operational and organisational skills
- Experience supporting teams to increase spend per head through effective upselling, service standards, and customer engagement
- A collaborative, team-first approach with a positive attitude

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

The post holder will carry out any other duties as appropriate to the post and as requested by the Theatre Director. 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

Please contact Fiona Martin, Theatre Director - fiona.martin@trafalgar.global

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.