

KEY INFORMATION

Role Title	Deputy Customer Experience Manager
Reports to	Customer Experience Manager
Responsible for	This role has line management responsibility for Duty Managers, Team Leaders, casual Front of House Team Members, and the Volunteer Team.
Hours	32 hours per week, typically worked over four days out of seven, with flexibility required to meet business needs. Due to the nature of the role, evening, weekend, Bank Holiday working will be required.
Contract	Permanent.
Annual Leave	26 days per annum inclusive of public bank holidays.
Salary	£28,000
Location	The role is based at the Churchill Theatre, with occasional travel to and work at other Trafalgar Entertainment venues as required. Approved business travel expenses will be reimbursed in accordance with company policy.

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a leading international live entertainment business with a portfolio spanning new productions, venue ownership, performing arts education, theatre ticketing, the distribution of innovative live-streaming content, and the operation of exceptional venues where audiences come together to experience world-class 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, 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 across the UK regions, the Trafalgar Theatre in London's West End, and the Theatre Royal in Sydney. We are a fast-growing organization with a clear sense of purpose, confidence in our expertise, and ambitious plans for the future. There has never been a more exciting time to join us.

We are passionate about entertainment, audiences, and the live experience, and are guided by the values of Creativity, Collaboration, Excellence and Respect.

ABOUT THIS ROLE

The Deputy Customer Experience Manager is a key operational leader within the venue, supporting the delivery of an exceptional customer journey across all performances, events, and day-to-day activity. Working in close partnership with the Customer Experience Manager, the postholder is responsible for leading Front of House operations, driving service excellence, supporting and developing teams, ensuring compliance with all operational and safety standards, and contributing to the smooth, professional, and commercially effective running of the venue.

ABOUT YOU

We are looking for an experienced and adaptable operational leader, ideally with a background in theatre, live entertainment, or a related cultural environment. You will be confident leading teams within a fast-paced setting, taking ownership of key areas of the customer journey, and stepping up to deliver under pressure.

You will bring a collaborative and practical approach, with a strong focus on solutions. Comfortable working both independently and as part of a high-performing team, you will demonstrate clear communication skills, attention to detail, and the ability to coach, support, and develop others. You will also be flexible in your approach, willing to support the wider department wherever needed to ensure delivery of an excellent customer experience.

To succeed in this role, you will demonstrate:

A strong sense of ownership, accountability, and pride in your area of responsibility, with a clear understanding of how all aspects of the customer experience contribute to overall success

A proactive and solutions-focused mindset, with the ability to respond effectively in a dynamic environment

Excellent interpersonal and communication skills, with the confidence to lead, guide, and influence a team

A collaborative approach, with a willingness to share knowledge, contribute to decision-making, and support colleagues

A genuine desire to deliver high standards and achieve results

Venue Operations

Undertake Duty Manager responsibilities for an average of four shifts per week, overseeing and coordinating the venue's full operational schedule of performances, events, and daytime activity.

Deliver performances, events, private hires, and receptions in accordance with the agreed deal memo, within budget, and ensure all room set-ups are completed punctually.

Oversee the reconciliation of third-party merchandise stock.

Manage the till system effectively and in accordance with company procedures.

Ensure all Front of House areas are maintained to a consistently high standard of cleanliness, tidiness, and presentation.

Ensure all relevant compliance checks are completed, and that any discrepancies are resolved promptly or escalated to the appropriate individual.

Maintain effective communication with the Customer Experience Manager regarding routine, periodic, or ad hoc cleaning and maintenance requirements within Front of House areas, to enable timely liaison with the contracted cleaning provider.

Liaise efficiently with incoming companies to ensure their requirements are met and events are delivered smoothly.

Prepare and complete the internal show report accurately and on time.

Ensure all access requirements are met with professionalism, sensitivity, and the highest standards of service delivery.

Support the receipt of deliveries, ensuring they are accepted appropriately and processed in accordance with company procedures.

Comply with and promote adherence to the venue's licensing and Health & Safety policies.

Deputize the Customer Experience Manager and provide cover for core responsibilities in their absence.

Retail Management

To ensure that the venue has an adequate level of retail stock to meet the demands of the venue's programme.

To ensure that all deliveries are processed appropriately through the business's reconciliation system.

Oversee the use of all stock storage areas, maintaining an appropriate date-checking and rotation system.

To ensure that all points of sale (bars, kiosks etc...) around the venue meet the required level of presentation.

Conduct a monthly audit of stock levels.

Maintaining stock GP and limiting wastage through fostering a positive culture within the Front of House department around the care and due diligence of stock.

Team Leadership

Support the development, implementation, and delivery of induction and training programs for zero-hours and casual staff, in line with Trafalgar Entertainment policies.

In collaboration with the Customer Experience Manager, oversee the recruitment and onboarding of zero-hours team members, including Duty Managers, Team Leaders, and casual Front of House staff.

Undertake relevant appraisal, disciplinary, and grievance processes for all zero-hours team members in accordance with company policy.

Prepare Front of House and volunteer rotas, ensuring they are distributed in a timely manner and reflect all operational requirements, including activity in the Studio and Lounge.

Motivate and engage the Front of House team to deliver exemplary service and achieve key performance indicators, including per head and mystery shopper survey results.

Demonstrate strong line management capability by ensuring each team member's employment lifecycle is managed to a high standard, including recruitment, performance management, absence management, holiday planning, and wellbeing support.

Customers

Maintain a visible and approachable management presence throughout the venue while on shift, providing support to staff and visitors as required.

Champion customer service by monitoring service standards and providing feedback to ensure high-quality delivery across all customer interactions, including members of the public and visiting productions.

Manage customer escalations professionally, seeking to resolve service concerns effectively at the first point of contact wherever possible.

Support other customer-facing departments in the day-to-day delivery of services, including Stage Door, Box Office, and Back of House teams during periods of peak demand.

Health & Safety

In liaison with the Customer Experience Manager and Technical Manager, ensure Front-of-House operations comply with all legal and regulatory requirements, including the venue's Health & Safety and licensing obligations.

Support the implementation of emergency, evacuation, and counter-terrorism procedures, including relevant training, drills, and briefings, in collaboration with the Theatre Director, General Manager, Technical Manager, and relevant statutory authorities.

Maintain a sound working knowledge of current Health & Safety legislation, licensing regulations, and food hygiene requirements.

Ensure the safe opening and secure locking of the building.

Carry out all daily and pre-show building checks in accordance with theatre procedures, with particular attention to safety, cleanliness, and presentation.

Ensure all storage areas are kept clean and organized, and that equipment is stored safely and appropriately.

Ensure risk assessments are distributed to the team, understood, signed off, and uploaded to the venue's Health & Safety system.

Ensure departmental practices are conducted in accordance with the venue's risk assessments.

Act as the nominated First Aider when serving as Duty Manager.

Act as the nominated Fire Marshal when serving as Duty Manager.

Undertake responsibilities as a key holder, ensuring safe, secure, and efficient daily operations are maintained.

Other Duties and Responsibilities

Comply with the company uniform policy and wear protective clothing where issued and required.

Undertake training and professional development relevant to the effective performance of the role.

Attend meetings and, where required, take accurate notes and minutes.

Undertake any other duties appropriate to the role, as requested by the General Manager or Theatre Director.

Trafalgar Entertainment is an equal opportunities employer. We celebrate diversity and are committed to fostering an inclusive environment in which all employees can thrive. We welcome applications from individuals from groups that are currently under-represented, including people with disabilities, those from minority ethnic backgrounds, 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 convention, innovate with purpose, and pursue excellence in all that they do.

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 alternative or additional duties commensurate with your skills, experience, and capabilities.