

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Customer Experience Manager – Maternity Cover
Reports to	General Manager
Responsible for	Assistant Customer Experience Managers, Stage Door (permanent and casual) team, Ticketing (permanent and casual), FOH and Duty Managers (casual)
Hours	Full-time, 40hpw
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 is the maternity cover for one of two Customer Experience Managers, with shared departmental responsibilities. This role is vital to the success of our business. The postholder plays a pivotal role in defining the customer experience in the venue, specialising in our front of house and customer operations to ensure we are providing an excellent service to all that come into contact with our business, whether that's through our front of house, ticketing, or stage door teams.

While this role focuses on customer experience, it is part of a highly collaborative team structure. The postholder will work closely with their fellow Customer Experience Manager to ensure all aspects of the day to day venue operations, staffing, and customer journey are aligned, seamless, and consistently excellent. A strong understanding of Food and Beverage and Event Operations is essential, as both roles are expected to support each other, contribute to shared decision-making, and provide cover when needed. Together, they are responsible for delivering a unified and impactful customer experience.

This is an operational, hands-on post, with regular duty management required.

ABOUT YOU

You'll be a self-motivated, engaging, and dynamic leader with significant experience in the theatre, music, or live entertainment space.

Commercially savvy, enthusiastic, and capable of influencing others (including senior members of the TE team and third-party producer clients), you'll be energetic, proactive, results-focused, and creative in your approach.

You'll be collaborative, able to communicate clearly and excellent at forming working relationships with others.

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A leader with the ability to support a large team while delivering results.
- High level written, numeracy and verbal communication skills.
- An excellent manner when dealing with the public, stakeholders, and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Experience in successful staff management including recruitment, appraisals, training & development, and work performance.
- A clear understanding of how customer engagement and customer service contribute to the overall customer journey, and a strong commitment to collaborating with Hospitality focused colleagues to deliver a seamless, high-quality experience across all stages of the visit.

JOB ROLE – CUSTOMER EXPERIENCE MANAGER

KEY RESPONSIBILITIES

- Develop, implement, and manage the highest standards of customer service in all Front of House and backstage areas, including communication and guidance for staff
- Collaborate closely with the other Customer Experience Manager to align customer experience strategies and departmental goals. Co-management of the department, ensuring training and development of the Customer Experience team.
- Effectively manage the Assistant Customer Experience Managers to ensure department goals are met, rosters are clear, the casual team are supported and motivated, sufficiently trained, and all are delivering consistently excellent customer service.
- Act as Duty Manager for the building on a rota basis, including evening, weekend and bank holiday work.
- With the support of the Assistant Customer Experience Managers, ensure that all upcoming productions have been advanced appropriately and all pre-production paperwork received.
- Liaison with Visiting Company and Tour Managers as required as part of show duty management responsibilities, and to ensure their requirements are met.
- With a focus on exemplary customer service, oversee the in-venue ticketing services for guests and visiting companies, ensuring collaborative working between all customer-facing teams.
- With a focus on exemplary customer service and with a security-first mindset, oversee the stage door team, ensuring an excellent welcome for all visiting companies and guests.
- Lead on the response to customer feedback, identifying trends and implementing improvements as needed.
- Support the integration of accessibility and inclusion into every aspect of the customer journey.
- In collaboration with the central teams, General Manager, Customer Experience Manager, and Venue Administrator, assist with casual team recruitment, onboarding and training, to always attract and engage the best available talent.
- Assist and liaise with the Marketing Executive to ensure all publicity and marketing material is displayed effectively both internally and externally.
- Ensure that procedures are in place for the safe opening of the building and that information relevant to that day's events is available.

- As part of the Duty Management team, you will be the nominated First Aider and will have to deal with any accidents or incidents that occur, ensuring that they are accurately recorded, followed up if required, and investigated in a timely manner.
- Continue implementation of the venue's emergency and evacuation procedures including all relevant training, drills, and briefings in collaboration with the Senior Management Team and the relevant statutory authorities.
- Undertaking and documenting risk assessments relevant to the customer-facing departments including dissemination and review.
- Collaborate across to departments to integrate sustainability and environmental awareness into all ways of working.
- With the General Manager 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 front of house team.
- Implementation of clear brand voice and customer messaging throughout their journey.
- 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 are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.