

KEY INFORMATION

Role Title	Casual Customer Experience team member
Reports to	Stacey Barnes
Contract	Casual
Hourly Rate	£12.71 per hour
Location	Eastbourne

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 focused 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.**

ROLE PURPOSE

To deliver an outstanding, commercially focused customer experience across Eastbourne Theatres, supporting the venue's performance through high-quality service, strong sales delivery and efficient operations.

As part of an integrated Customer Experience Team, you will work across multiple areas of the venue, with a primary focus on Box Office and Café, while supporting Front of House, Bars and Stage Door as required.

You will play a key role in ensuring every customer interaction contributes to both guest satisfaction and commercial performance.

KEY ACCOUNTABILITIES

Customer Experience Delivery

- Deliver a welcoming, inclusive and high-quality experience for all customers
- Act as an ambassador for Eastbourne Theatres, ensuring consistent service standards
- Provide clear, accurate and engaging information on events, facilities and services
- Support accessibility needs and resolve customer issues effectively

Box Office Operations

- Process ticket sales, exchanges and enquiries accurately and efficiently
- Confidently use ticketing systems across multiple sales channels
- Handle customer queries via in-person and digital platforms

Café & Hospitality Operations

- Prepare and serve food and beverages to agreed standards
- Maintain excellent product presentation, cleanliness and hygiene
- Support stock control, replenishment and wastage management
- Deliver a fast, efficient and customer-focused service

Stage Door & Operational Support

- Provide a professional interface for visiting companies and staff
- Support the coordination of arrivals, deliveries and internal communication
- Ensure security and safety procedures are followed at all times Team & Ways of Working
- Work flexibly across departments as part of a single Customer Experience Team
- Take direction from Duty Managers and Customer Experience Managers
- Contribute to a positive, collaborative and high-performing team culture
- Engage with training, briefings and continuous improvement initiatives
- Demonstrate flexibility to meet the needs of a live events environment

SKILLS & EXPERIENCE

Essential

- Experience delivering excellent customer service
- Strong communication and interpersonal skills
- Confidence in sales and customer interaction
- Ability to work in a fast-paced environment
- Flexible approach to working hours, including evenings and weekends
- Team-oriented with a proactive and positive attitude

Desirable

- Experience in Box Office or ticketing systems
- Experience in café, bar or hospitality environments
- Interest in theatre, arts or live events

Personal Attributes

- Customer-focused with a passion for service excellence
- Commercially aware with a natural ability to sell
- Professional, reliable and approachable
- Calm under pressure and solutions-focused
- Adaptable and willing to work across multiple functions

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.

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.