

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Customer Experience Team Member
Reports to	Customer Experience Managers
Responsible for	N/A
Hours	Casual worker Shifts are rostered according to business needs
Contract	Casual Work
Annual Leave	Paid at 12.07% of hours worked
Salary	£12.71ph
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 Entertainment is home to Trafalgar Theatres (with 23 venues in the UK, Sydney, London, and across the UK), including four London Theatres - Trafalgar Theatre, The Bridge Theatre, and the new British Airways Theatre, Olympia.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence and Respect.**

ABOUT THIS ROLE

As a Customer Experience Team Member at Wycombe Swan, you will play a key role in delivering an exceptional experience for every customer who visits our venue. You will be part of a passionate team responsible for creating a welcoming, safe, and enjoyable environment for audiences attending theatre performances, live events, comedy shows, conferences, and community activities.

The role is varied and includes customer service, bar and retail sales, ticket scanning, auditorium duties, merchandise sales, and supporting the overall operation of the venue. You will act as an ambassador for Wycombe Swan, ensuring visitors receive outstanding service from arrival through to departure.

ABOUT YOU

We are looking for enthusiastic, customer-focused individuals who thrive in a busy and fast-paced environment and enjoy working as part of a team.

Key Attributes

- Passion for theatre, live entertainment, hospitality, or customer service.
- Excellent communication and interpersonal skills.
- Friendly, approachable, and professional manner.
- Strong attention to detail.
- Ability to remain calm under pressure and work effectively during busy periods.
- Positive attitude and willingness to learn new skills.
- Reliable, punctual, and flexible in approach to work.

- Strong teamwork skills.
- Commitment to delivering exceptional customer experiences.
- Knowledge of food, drinks, and allergens is desirable.
- Previous hospitality, retail, or customer service experience is beneficial but not essential.

KEY RESPONSIBILITIES

- Deliver excellent customer service and provide a warm welcome to all visitors.
- Serve food, beverages, and merchandise in line with company standards and licensing requirements.
- Operate tills, process payments accurately, and promote venue products, including interval orders and merchandise.
- Scan tickets, assist customers with seating and wayfinding, and support audience management.
- Maintain high standards of cleanliness, presentation, and housekeeping across front of house and Hospitality areas.
- Follow all Health & Safety, Food Safety, Fire Safety, and venue procedures.
- Assist with emergency evacuations and support the safe operation of the venue.
- Work flexibly across different front of house and Hospitality areas as required.
- Support colleagues and managers to ensure the smooth delivery of events and performances.

ESSENTIAL REQUIREMENTS

- Applicants must be 18 years of age or over due to the sale and service of alcohol.
- Available to work evenings, weekends, and bank holidays in line with the venue's event schedule.
- Able to remain productive and engaged in a fast-paced customer-facing environment that involves being active throughout the working day.

This is not an exhaustive list of duties, from time to time you may be required to undertake such alternative or additional duties these will be commensurate with your skills, experience, and capabilities

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.