TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Customer Experience Team Member
Reports to	Deputy Customer Experience Managers (Stage Door and Box Office)
Responsible for	Delivery of efficient, high-quality customer experience across all elements of the department including Stage Door and Box Office, ensuring business objectives are met.
Hours	Annualised – 1664 hours
Contract	Permanent
Salary	£23,405.51
Location	Orchard Theatre, Dartford, Kent.

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

As part of the Customer Experience Team, the post holder will work collaboratively with both the Box Office and Stage Door teams, ensuring that a consistently high standard of customer service is delivered at all times. This includes providing exceptional support to customers, Orchard staff, and industry colleagues, maintaining professionalism and a welcoming approach in all interactions.

ABOUT YOU

You will be self-motivated, with the ability to work independently as well as collaboratively within the wider theatre team. Be able to demonstrate flexibility in response to business needs and can work calmly and effectively under pressure.
You will be willing and able to work evenings, weekends, and Bank Holidays as required as well as an understanding of Health and Safety principles within a theatre or public venue environment.
You will have previous experience in a customer-facing or service-oriented role, demonstrating strong interpersonal and communication skills.

KEY RESPONSIBILITIES

Health and Safety and Security

- Security of Stage Door and backstage areas including the monitoring of all people entering and exiting the building, signing in and out records, supervision and monitoring of CCTV along with the fire and intruder alarms.
- Liaison with various internal departments.
- In conjunction with the Duty Manager and Technical Stage Manager, responsible for un-locking and locking of the theatre when on shift.
- To record along with the distribution of keys, entry passes, radio's and any other equipment, ensuring that all items are returned.
- To co-ordinate emergency procedures, participating in fire safety drills with all in-house staff.
- To understand the Health and Safety procedures, reporting any accidents, incidents and near misses to management team.
- Maintenance of First Aid boxes and defibrillators throughout the venue.

Stage Door Reception and Box Office

- To be the first point of contact for all Orchard staff and visitors, including contractors and visiting companies, presenting a professional, welcoming and helpful manner.
- Understanding of the venue's ticketing system in dealing with but not limited to; general ticket sales for theatre performances and hospitality events, charity requests, administration of ticketing aspects of the membership scheme, visiting company seating requests, and to settle all seating plans on a nightly basis so that final settlements can be completed in a timely manner.
- To carry out duties including in-person bookings, outgoing calls and online booking support, and on performance days, the scanning of tickets for patrons.
- To maximise sales revenue through upselling or memberships, hospitality offers, events and any other items of relevance.
- To assist the Deputy Customer Services Manager in maintaining up-to-date production company welcome-packs and ensuring the venue is ready to welcome the arrival of visiting companies.
- To maintain and update the Stage Door notice board with relevant information for theatre staff and visiting companies.
- Assist with both Artistes' and visiting company enquiries in a timely manner.
- Maintenance of safe and well-kept wardrobe alongside dressing room provisions.
- Provide ticketing support to the Customer Experience Team on show days including supplying relevant ticketing system reports and information.

General Responsibilities

- To work across the Stage Door and Box Office desks on a rotational basis.
- To provide administrative support to the Deputy Customer Service Managers of both the Stage Door and Box Office, including but not limited to ticket sales and customer and visiting company enquiries.
- Deal with all incoming deliveries appropriately and in a timely manner, ensuring areas are free of obstructions.
- Management and in-line with procedures, of the Theatre's car parking spaces.
- To carry out any other duties as directed by the Deputy Customer Service Managers of both the Stage Door and Box Office.
- Cultivation of continuous relationships between The Orchard Theatre and its patrons.
- To attend training courses and development relevant to the successful execution of the job role.
- Dress in accordance with the Theatre's dress code.

PERFORMANCE MEASURES

- Customer feedback scores (from surveys, Mystery Shopper results, or online reviews) meet or exceed target.
- Positive working relationships with colleagues across departments and volunteers.

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.