TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Deputy Customer Experience Manager *(Maternity Cover)*
Reports to	General Manager
Responsible for	The posts you will manage in this role include customer experience assistants (covering front of house retail and box office operations) and volunteers. This post liaises with third party contractors, external clients and visiting company members.
Hours	Average of 40 hours per week over 5 days out of 7 on annualized contract, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
Contract	9 months maternity cover fixed term contract.
Annual Leave	33 days per annum, inclusive of Public Bank Holidays.
Salary	£26,500 - £28,000 pro rata
Location	You will be based at Lyceum Theatre, Crewe and may be required to travel to and work at other Trafalgar Theatres venues. Approved travel expenses will be reimbursed.

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 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 THE ROLE

The main purpose of the role is supporting the front of house management team with the day to day running of the venue. This would typically include Duty Manager responsibility during performances, assisting in stock management & customer experience (ticketing & complaints).

KEY ACCOUNTABILITIES

- Provide administrative support to the General Manager and Front of House Team including assisting with stock-taking, ordering, financial records, and event preparation.
- To work under supervision to learn office/administration skills including diary management, filing, photocopying, multiple IT systems and responding to enquiries.
- Constructively take part in meetings, training and other events designed to improve communication and assist with your own development and that of your role.
- Support retail areas of the venue, ensuring that they are suitably stocked, cleaned, and maintained, following visual merchandising expectations and reflecting customer demand.
- Support the General Manager in achieving and maintaining Gross Profit margins, through inventory management, waste reduction and stock control.
- Work alongside the Front of House team to provide support for & duty management of shows and events.
- Aid with the financial management of the business including daily revenue records, categorising income against key product groups and maintaining an accurate account of staff hours, all contributing to maintaining our Key Performance Indicators.
- Work with the Front of House Team to ensure that all performances are suitably staffed, filling gaps where appropriate by contacting volunteers and staff.
- Work alongside the Venue Marketing Executive to deliver local publicity initiatives and networking events.
- Work alongside the Front of House Team and colleagues in Trafalgar Tickets to manage agency tickets and other associated ticketing tasks.
- To attend appropriate training courses, in the interest of maintaining awareness of current developments and trends within the field.
- Resolve Health and Safety issues raised by staff and, if necessary, liaise with the company's Health and Safety officers.
- To ensure all duties are carried out in accordance with departmental and the Company's Health & Safety procedures.

HEALTH & SAFETY

- Act as a role model in adherence to all company health and safety policy and procedures.

RECRUITMENT, TRAINING AND DEVELOPMENT

- Undertake training and development relevant to the successful execution of the job role.
- Responsible for training and identifying training needs of new and existing team members supporting the wider Front of House operation.

OTHER DUTIES AND RESPONSIBILTIES

- Dress in accordance with Company uniform policy and wear protective clothing as issued and instructed.
- The post holder will carry out any other duties as appropriate to the post and as requested by the General Manager.

ABOUT YOU

In order to be considered for this post you will need to evidence and demonstrate:

Key Attributes

- Excellent written and verbal communication abilities in dealing with colleagues, the public, industry colleagues, and other stakeholders.
- Self-motivated and creative.
- Highly driven, organised, and able to work calmly and effectively in a fast-paced environment.
- Willingness to learn new skills.
- Customer focused.
- Great team spirit.

Experience

- Outstanding communication and relationship building to provide excellent customer service.
- Good IT skills.
- A professional approach.
- Ability to organise work with changing priorities.
- Working as part of a team.

Desirable

- Passion for theatre, the arts and live entertainment.
- Experience working in an Arts, Entertainment or Retail venue.
- Experience working in a ticketing/electronic point of sale (EPOS) systems.
- First Aid at Work qualification.

WHY WORK WITH US?

- Our mission is to connect people through creative, innovative experiences by providing inspiring entertainment for, everyone for life.
- We're proactively committed to diversity and equal opportunity for all.
- We support our staff in achieving a work-life balance and career progression.
- Our vision and values are to have a creative, respectful, and diverse workforce who deliver excellence.
- We have exciting places to work, and we are always looking for talented and enthusiastic people to join us in a range of roles across different departments.

WHAT CAN YOU EXPECT FROM TRAFALGAR THEATRES?

- Continued professional development.
- Training as required for your role (first aid, food safety, IOSH etc).
- Hundreds of savings across retailers with TE&ME.
- Flexible hours.
- Access to mental health resources.
- Opportunity to work with other venues and teams across the company.

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.