

Royal & Derngate

Job Description

Department:

Programming and Customer Experience

Job Title:

Customer Experience Manager

Responsible to:

Programming and Customer Experience Director

Responsible for:

- House Managers
- Bar Leads
- Cellar/Delivery Person
- Stage Door Receptionists
- Customer Service Assistants & Volunteers

Job Purpose:

To develop and empower the venue team in the delivery of an excellent experience to all customers

Key Task Areas:

- Effectively manage budgets related to relevant areas of the business and report targets, forecasts and results in a timely manner
- Maximise retail spend and profits from bars, merchandise, kiosks and conferences
- Duty manage no fewer than three performances per week on a rota basis, including evenings and weekends
- Ensure that the venue delivers an inclusive and accessible experience
- Ensure the highest standards of venue presentation, safety and customer care
- Collaborate with other members of the organisation linked to the delivery of customer focused services including Maintenance, Technical & Production, Sales & Marketing and Arts
- Direct line management responsibility for the House Managers, with overall responsibility for Bar Leads, Cellar/Delivery Person, Customer Service Assistants, Stage Door Receptionists, and Volunteers
- Support and develop team members and oversee succession planning
- To be responsible for compliance with health and safety and licensing regulations, affecting the department
- To ensure that all fire safety, security and counter terrorism, building checks, risk assessments and first aid procedures are in place at all times and in accordance with the licence
- To act as a first aider and to ensure the timely and thorough reporting and investigating of accidents and incidents
- To act as a licensee and to ensure that all relevant licences, including SIA, are correctly upheld
- Promote and adhere to the organisation's culture and values
- To be aware of, and adhere to, any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures, General Data Protection Regulations and Equality Act 2010
- To undergo relevant training and development required by the Programming & Customer Experience Director
- To carry out any other tasks that will, from time to time be allocated by the Programming & Customer Experience Director on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post

Royal & Derngate

Person Specification

Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Exceptional customer service skills • Strong leadership skills • Previous venue management experience • Experience of planning and delivery of Hires, Conferences and Events • Buying and negotiating • Managing large budgets, and appropriately allocating resources in line with budgets and service requirements <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • Understanding of Health & Safety and security standards • Training & Development of Staff • Commercial Sales operation • Marketing & Merchandising • Employment matters • Personal Licence Holder <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none"> • Excellent written communication and interpersonal skills with the ability to deal effectively and confidently at all levels, both internally and externally • An aptitude for problem solving, prioritising and quick, pragmatic thinking under pressure • Willing and able to work flexibly and adaptably 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of managing accessible performances and supporting customers with access needs • Experience of managing of contracted services such as cleaning <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • Understanding of booking and diary software such as Artifax • Understanding of CRM software such as Tessitura • Understanding of Theatre operations • Understanding of Digital Cinema operations • Qualified First Aider • SIA licence • IOSH Trained