

Royal & Derngate Job Description

Department:

Customer Experience

Job Title:

Customer Experience Team Member

Responsible to:

**Customer Experience Supervisors
Customer Experience Managers
Head of Customer Experience**

Hours:

Zero Hour Contract Basis

Job Purpose:

The Customer Experience Team engage with our diverse Theatre/Filmhouse audiences, delivering an excellent customer experience in a welcoming, helpful and consistent way whilst ensuring compliance to all safety regulations.

Key Duties and Responsibilities

Customer Experience

- Comply with the Royal & Derngate's experience standards to provide an excellent customer experience for every customer.
- Ensure the Theatre/Filmhouse remains clean, hygienic and is immaculately presented at all times.
- Conduct safety checks and security checks as instructed.
- Understand that customers have questions and be knowledgeable about the theatre, retail operation and current productions in order to answer them.
- Proactively direct customers to the auditorium, toilets and bars.
- Proactively help customers in need of assistance. Resolve minor complaints or issues referring more serious matters to the Customer Experience Management Team.
- Conduct ticket checks, help customers locate their seats and seat latecomers quickly and discreetly at the times prescribed.
- To assist customers who have had an accident or who become unwell; seeking the assistance of trained first aiders.

Health and Safety

- Participate in all required safety and security training and drills.
- Participate in and comply with arrangements laid out in the Company's Health and Safety Policy and other related method statements, risk assessments and policies.
- Participate in and comply with arrangements laid out in the Theatre's Fire Risk Assessment and Evacuation Plans.
- Participate in the theatre's cleaning and sanitising procedures.

Retail

- Prepare bar and retail point of sale positions in line with hygiene and

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merchandising standards.

- Proactively sell retail products to customers, with the goal of improving the customer's experience.
- Make customers aware of any current promotions at the time of sale.
- Prepare any pre-ordered items or drinks.
- Be fully knowledgeable about the entire range of products on sale.
- Ensure that service areas, equipment, cellars and stock rooms are clean and hygienically sanitised.
- Participate in all stock control processes; stock rotation, stock counting, stock deliveries.

General

- Provide reasonable adjustments for access patrons as instructed by the Customer Experience Managers, including operating any access equipment.
- Assist with any functions, events, VIPs etc. as and when necessary.
- Assist in the on-going training of new members of staff.
- Any other duties that may reasonably be required as directed by Customer Experience Supervisors or Managers.
- Wear and maintain the uniform provided and inform management of any damage or loss.

Additional Information

- Adhere to all Company Policies and Procedures outlined in the Staff Handbook and Employment Contract.
- To be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety Policies and Procedures, GDPR and Equal Opportunities.
- The post-holder must be able to work evenings and weekends to include Friday & Saturday nights and Bank Holidays as these are the core operating times.

The Royal & Derngate presents this job description as a guide to the major areas and duties for which the jobholder is accountable. However, the business operates in an environment that demands change and the jobholder's specific responsibilities and activities will vary and develop. Therefore, the job description should be seen as indicative and not as a permanent, definitive and exhaustive statement

**Royal & Derngate
Person Specification**

Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none">• Experience of working face to face with diverse audiences• Experience at working in an engaging and welcoming manner. <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none">• Understanding of, and commitment to, live performance• Health & Safety <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none">• Excellent communication skills.• Excellent organisational skills.• Excellent interpersonal skills.• Pro-active, can-do and passionate attitude.• Ability to meet deadlines and work under pressure• Ability to work independently or as part of a team.• Excellent attention to detail• Problem solving skills	<p><u>Experience</u></p> <ul style="list-style-type: none">• Direct Sales and experience of up-selling in a busy environment• Visual display and merchandising• Working with EPOS systems <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none">• Food Hygiene Level 2

**Royal & Derngate
Terms & Conditions**

Job Title	Customer Experience Team Member.
Contract	Permanent Position.
Salary	£9.50 per hour paid monthly on 7 th of each month.
Hours of Work	No Guaranteed Hours
Work Location	Royal & Derngate, 19-21 Guildhall Road, Northampton, NN1 1DP.
Holidays	Holiday year April – March Holiday entitlement is accrued at the rate of 13.54% of hourly rate for each hour worked. 14.54% after 3 years continuous service. 16.07% after 5 years continuous service. Accrued holiday will be paid each month. This will be displayed on your payslip as 'Holiday Pay'.
Notice Period	4 weeks (once completed probationary period).
Subject to	Satisfactory References. Probationary period – 3 months. Compliance with Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016.
Pension Scheme	Contributory staff pension, 5% employee and 3% employer. NTT pension scheme is provided by NOW pensions. NTT will contribute after 3 months service
Additional Benefits	Free Employee Assistance Programme run by Health Assured Complimentary tickets available on selected shows throughout the year. 10% discount at our bars and theatre shop.