

**Royal & Derngate
Job Description**

Department:

Customer Experience

Job Title:

Customer Experience Supervisor

Responsible to:

Customer Experience Management

Responsible for:

Customer Experience Assistants

Hours:

Zero Hour Contract Basis

Job Purpose:

- Actively involved in ensuring that the Customer Experience Team offer the highest levels of service to our customers.
- Making sure the staff and volunteers are correctly equipped, informed and prepared for their work.
- To develop and improve the Customer Experience department, implementing ideas and providing feedback back to management.
- To be able to represent the theatre with professionalism and enthusiasm.

Key Duties and Responsibilities:

- With the Customer Experience Management Team, lead and support the Customer Experience Team Members and Volunteers in delivering a complex and busy Front of House operation.
- Ensure accuracy in processes and procedures of operating all systems relating to the Customer Experience Team, including the Zonal till system.
- Ensure the Front of House operation is compliant with all health and safety, licensing, and company processes and procedures.
- During performances, to be present Front of House of the building ensuring that areas are run smoothly, and that any problems are dealt with immediately and effectively.
- Maintain a detailed knowledge of the show and the impact on operations e.g. running times, latecomers, age policy and special effects.
- Strive to achieve an inclusive Customer Experience journey for all our patrons.
- To liaise with the Customer Experience Management Team prior to the shift in order to be confident of all Front of House operational matters and emergency evacuation procedures.
- Pro-actively participate in fire drills with the Customer Experience Management Team.
- Contribute to a culture of risk prevention by ensuring all operations relating to the Customer Experience department are carried out in line with all legislative and company procedures.

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- Support and motivate the Customer Experience Team leading by example and creating a team culture that strives for excellence and delivering a premium service for every customer.
- Assist the Customer Experience Management Team in developing strategies to ensure the venue provides a first-class Customer Experience
- Assessing the customer journey, reviewing feedback and action points in collaboration with Experience Management.
- Build a positive relationship with other departments within the theatre, ensuring effective communication and following up with performance based problems in a timely manner.
- Work with the Customer Experience Management Team to ensure all staff are trained and inducted effectively into the business.
- Proactively participate in company led training schemes, taking responsibility for your own personal development.
- Commitment to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Having a positive attitude to health and safety and take care to understand our policies and procedures, helping us uphold a positive culture around meeting the team's obligations.
- 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"> • A minimum of 1 years' working experience of managing a large team of staff at a supervisor level. • Knowledge and experience of operating a busy venue. • Experience of cash handling and stock control. • Strong leadership skills and be able to manage and motivate a varied team of staff. <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • Health & Safety. • Manual Handling. <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 lead a team. • Excellent attention to detail. • Problem solving skills. • Ability to multi-task. • Great motivator. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Cash reconciliation. • Working in an arts environment. • Leading and motivating a large team. • Confident trainer. • Experience of implementing customer service standards. • Experience in driving revenue from sales. <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none"> • First Aid qualification. • Personal Licence qualification or understanding of licensing laws. • Food Hygiene Level 2

**Royal & Derngate
Terms & Conditions**

Job Title	Customer Experience Supervisor.
Contract	Permanent Position.
Salary	£10 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.