



worthing theatres and museum

CUSTOMER EXPERIENCE MANAGER

Job Description and Information Pack



Worthing Theatres & Museum is a unique arts and heritage charity with a large portfolio of distinct venues: WTM Museum and Gallery (visitors 50K per annum), Connaught Theatre (520 seats), Connaught Studio (164 seats), Pavilion Theatre (750 seats), Pavilion Atrium (creative space with option for 200 seats) and Assembly Hall (950 seats), all positioned within the heart of the borough town of Worthing in West Sussex.

WTM offers a positive and supportive workplace that promotes unity and diversity providing an environment where differences and what we have in common are celebrated. We engage with responsible and respectful working practices and empower our team to shape and deliver WTM's key objectives with integrity. WTM opposes all forms of discrimination.



Worthing Theatres & Museum is an ambitious organisation that presents a vibrant, diverse and entertaining programme of performances (theatre, contemporary circus, dance, comedy, music, family theatre, talks), events, film, exhibitions and workshops. We manage a museum collection of national significance (costume, archaeology, fine art, toys), present an annual outdoor summer festival and collaborate with leading UK producing and touring companies. We engage with our local communities through a range of projects, partnerships and venue hires, using art and culture to create opportunities for the benefit of the wider community. WTM engaged with 400,000 people per year pre-pandemic.

Our annual turnover, before the pandemic, was approximately £5.8 million. WTM receives an annual service payment from Worthing Borough Council for the management and development of its cultural assets. Additional income is earned through ticket sales, fundraising and other revenue streams which include a contribution from our secondary trading activities, such as bars & kiosks (through our wholly owned trading subsidiary)



**Vision:**

Our Vision is a community in which everyone's lives are enriched through vibrant, exceptional arts and heritage.

Mission:

Our mission is to enable everyone to access arts and heritage by:

- Delivering a rich and diverse year-round programme of cultural activity
- Creating shared experiences that inspire, challenge, educate and entertain
- Reaching out into communities, providing accessible pathways to experience creativity
- Developing opportunities and partnerships with artists and companies
- Championing inclusion, supporting the creation and presentation of work that celebrates diversity
- Creating aspirational opportunities for young people within the cultural industries



Values:

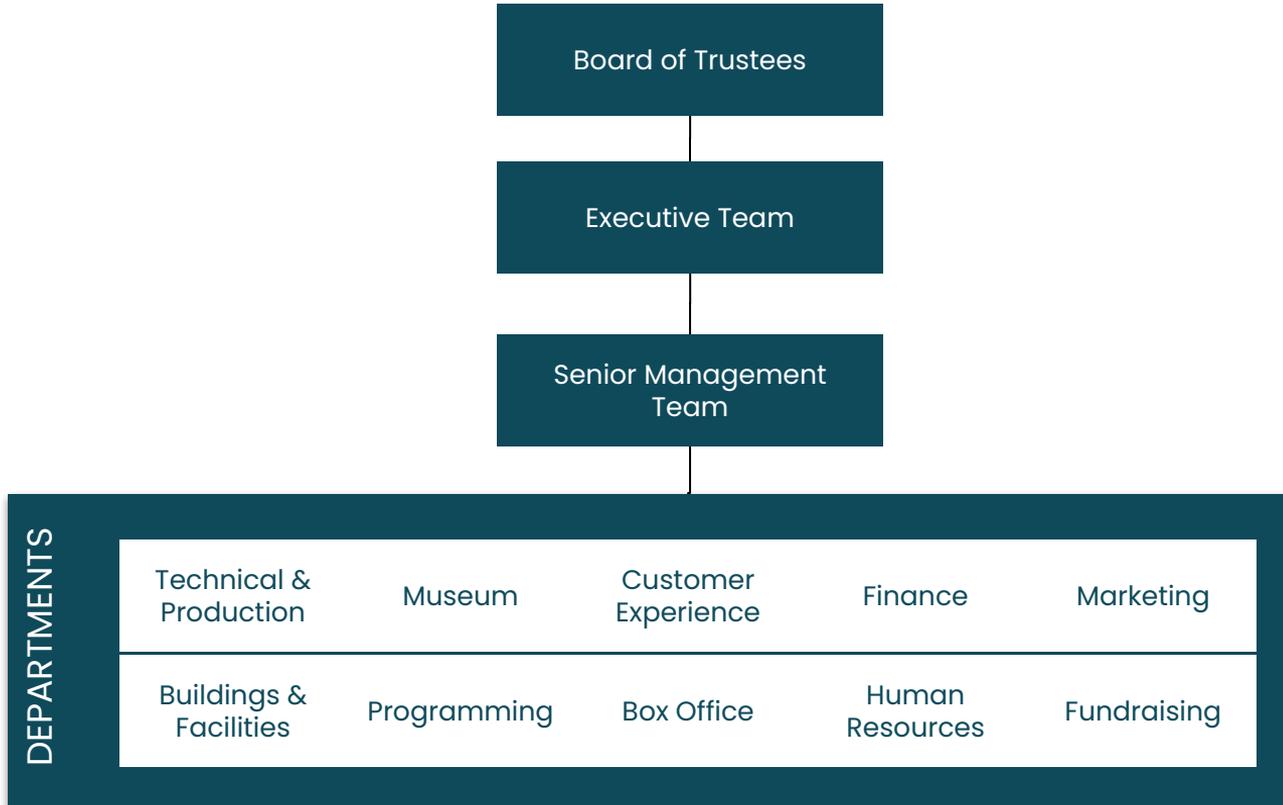
In everything we do we will:

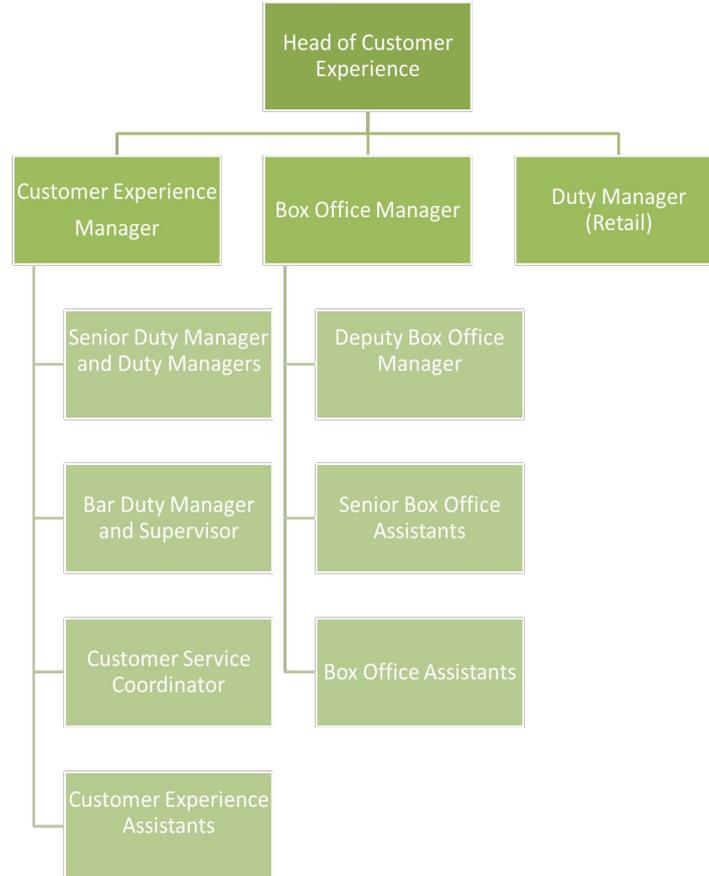
- Promote excellence
- Listen and respond to our community and the sector
- Commit to inclusivity across all aspects of the organisation
- Support and enhance the wellbeing of everyone we interact with
- Nurture a culture of collaboration, respect and integrity
- Take responsibility for our environmental impact

The charity has ambitious plans for the large portfolio of venues with three large scale capital projects over the next ten years, starting with a £4 million redevelopment of the museum, taking the building back to its original open plan architecture and enabling the display of 30% of the collections (currently just 5%).

This will be followed by the build of three additional cinema screens physically attached to the Connaught Theatre and lastly the redevelopment of the Pavilion Theatre to increase the wing space (which will allow large scale musicals) and add a balcony and raked seating giving every audience member a clear view of the stage.







WTM offers a range of benefits to its employees including:

- Workplace pension
- Occupational sick pay (after completion of probation period)
- Help with the cost of eye tests for DSE users
- Help with the cost of flu jabs
- Life and Progress Employee Assistance Programme where employees can access various services including counselling and legal advice
- Wider Wallet discount and benefits platform
- Staff ticket offers on WTM shows, cinema and events and discounts on bars, kiosk and retail





Salary	£25,293- £29,945 depending on experience
Hours	Full Time, permanent, 37 hours per week
Holiday	20 days per annum, plus 8 standard bank holidays per annum
Probation	6 months
Notice period	One month
Closing Date	Sunday 25th September (please note candidates may be contacted prior to the closing date for interviews)
Interview Date	Friday 30th September (if not contacted before closing date)
Place of Work	All WTM Venues
Reports To	Head of Customer Experience
Line Manager Responsibility	Senior Duty Manager, Duty Manager, Bars Duty Manager, Bars Supervisor, Customer Experience Coordinator, Customer Experience Assistant

Principal purpose of job (role summary)

The Customer Experience Manager reports to the Head of Customer Experience and is responsible for ensuring that the day-to-day operations of the Front of House and Bars run smoothly for the programme of events, ensuring delivery of a high quality customer experience across all WTM venues.

They prepare rotas for the Customer Experience Team (FOH and Bar) ensuring that shows are adequately staffed, liaising with other teams to ensure show contract requirements are met. They will support the Head of Customer Experience to reach income budget targets.

They ensure that bar and secondary spend opportunities are maximised during events, performances and film.

Ensure that all customer experience staff are inducted and trained to a high standard

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Main Duties, Tasks and Responsibilities

Front of House and Bar Team Management

- Continued development and training of the FOH and bar team.
- FOH responsibilities for events including liaising with and supporting box office, technicians, cast and artistes.
- Ensure accurate FOH departmental team administration to include annualised hours, annual leave, sickness reporting and staff/volunteer rotas.
- Ensure work experience placements are delivered to a high standard in line with company policy/procedure.
- Recruit and oversee the training of the FOH volunteers, motivating the team to deliver an excellent customer experience.

Customer Experience

- Ensure a high quality customer experience exceeding customer expectations.
- Maintain a safe and welcoming environment for all customers, hirers and promoters.
- Ensure a high level of Customer Experience is delivered by the Senior Duty Manager, Duty Managers, Bar and FOH team across all venues and events.
- Manage the WTM customer feedback system (complaints and compliments), ensuring timely responses to customer complaints and feedback and maintaining an effective and efficient system.
- Manage FOH, Volunteer, Events and Access inboxes, ensuring that emails are responded to in a timely manner.
- Ensure all building defects are promptly reported to the Buildings Departments for early rectification.
- Attend weekly Events meetings and bi-weekly Operations meetings.

Main Duties, Tasks and Responsibilities

Customer Experience cont.

- Ensure regular stock takes are being carried out and accurate sales records are maintained.
- Ensure the stock management system is being used to its full advantage.
- Monitor the level of wastage and implement training if required.
- Process P/Os for bar stock & merchandise.
- Assist the Head of Customer Experience in achieving the secondary spend targets.
- Manage all cash floats, petty cash and change orders working with the Finance Team.
- Provide training to FOH staff teams, maximising secondary spend opportunities.
- Work with the Bar Duty Manager to ensure that the stock levels are being maintained across the venues, reducing wastage.

- Ensure cleaning procedures for equipment used FOH & on the bar are being maintained.
- Ensure the POS system is up-to-date in line with price changes and any IT issues are rectified.

Programme of Events

- To undertake an average of 28 hours per week of Duty Management shifts.
- Maximise FOH and Bar team use of the Venue Management System (Artifax), working with the Senior DM to ensure the system is always up-to-date, accurate and that complete FOH and Bars information is on the system for all events.
- Responsible for effective communication of event and performance information to the Duty Management team.
- To assist the Head of Customer Experience in ensuring venues and bars, performances and events meet health and safety policies, best practice and licensing requirements.

Main Duties, Tasks and Responsibilities

Programme of Events cont.

- Liaise with companies, promoters, hirers, agents and arrange security staff when required.
- Manage the training of FOH staff on the emergency evacuation and fire safety procedures, making sure their knowledge is up to date.
- Ensure all FOH staff have detailed knowledge of the seasonal events programme.
- Manage the induction and training of new FOH staff, updating the training manual when necessary.
- Arrange Volunteer training, meetings and special events quarterly to maintain volunteer engagement.
- Monitor the pool of casual staff and volunteers, highlighting to the Head of Customer Experience any potential recruitment needs.

Staffing and Line Management

- Effective line management of FOH staff including leave, sickness, and quarterly 1-2-1 performance meetings.
- Recruitment, training and scheduling of casual FOH staff & volunteers.
- Identify and resolve poor performance issues with FOH and Bars team and deal robustly with management concerns.

General Duties of all WTM Staff

- Undertake all duties in accordance with WTM policies, in particular those relating to Customer Care and Equal Opportunities.
- Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
- Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or WTM policies.
- Promote the service and WTM positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Please note duties will be set out in this job description but please note that WTM reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Essential Experience, Skills and Knowledge

- Proven track record in front of house management in a live entertainment venue, delivering a high level of customer experience.
- Experience managing a busy multi-faceted department
- Experience of line managing staff including leave, sickness absence, performance management etc
- Experience of management of large teams of casuals and volunteers
- Understanding of current Health & Safety legislation relating to live entertainment venues
- Proven track record of assisting with achieving income targets, GPs and staffing targets
- Hands on experience and working knowledge of stock control
- Bar experience and a familiarity with venue alcohol licensing.

- Willing and able to hold a personal license (if you do not have one already WTM will support you to obtain one).
- Excellent communication skills both verbal and written and experience communicating with multiple stakeholders and a varied customer base
- Confident in conflict resolution and de-escalation
- Excellent ability to act quickly and efficiently with unplanned situations
- Ability to motivate and manage a large team.
- Good IT skills, experience of working with Office Suite or Google Equivalent

Desirable Experience, Skills and Knowledge

- Experience of working in a multi-site venue

Desirable Knowledge, Experience and Skills cont.

- Experience of working with Venue Management Systems and Ticketing Systems

Recruitment Process

To apply visit our website below and fill out an application form on our recruitment portal Staffsavvy.

<https://wtm.uk/jobs>

We will email all unsuccessful applicants who have not been shortlisted. Due to the volume of applications we cannot always provide feedback to candidates but will always endeavour to do so.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK

Equal Opportunities

Worthing Theatres & Museum is a registered charity and pursues a policy of equal opportunities. Worthing Theatres & Museum values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from all backgrounds and all parts of the community.

All applications are judged on merit.

If you have any questions or require any support with the application process please get in touch with the HR team at hradmin@wtm.uk.

