

Deputy Experience Manager  
**William Aston Hall**  
Job Description

**Family:** Experience

**Reports to:** Visitor Experience Manager (William Aston Hall)

**Job Purpose**

Under the direction of the Visitor Experience Manager, take operational responsibility for the front of house experience, ensuring a consistently safe, efficient and high standard of service to all visitors and company members.

**Key responsibilities**

**Front of House and Operations**

- Contribute to good communications and cooperation across all Families to ensure excellent working relationships are cultivated.
- To ensure that the Clwyd Welcome is delivered by the Experience team.
- To motivate, lead by example and supervise the Experience team, including volunteers on a daily basis by maintaining the highest standard of presentation; demonstrating a positive attitude; dealing promptly and professionally with any requests and providing excellent customer service to all.
- To brief Experience team members, and volunteers so that essential information can be shared.
- To start performances on time. Ensure that all aspects of front of house provides a clean, tidy and welcoming environment for all.
- Oversee the wellbeing and safety of the audience and maintain excellent customer service at all times.
- To ensure that the Experience team are ready to welcome our visitors and to open the building slightly before the advertised opening time to exceed service expectations.
- Ensure end of day processes like cashing up are managed effectively and securely.
- To be responsible for contacting Wrexham University Security team to ensure a secure building at the end of the final shift each day
- To welcome all companies, performers and artists when they are in the building and to ensure that they feel supported.
- To walk the Guest journey through all spaces regularly, to ensure that they are safe, and welcoming.
- To carry out regular checks ensuring all spaces, internal and external, are in good working order and to report to the Visitor Experience Manager when they are not.
- To keep a complete and accurate written record of events and incidents during shifts and also to communicate these to the Visitor Experience Manager when possible.
- To help to create an atmosphere of creativity in the building that encourages artists and audiences to create and participate in Theatr Clwyd's artistic programme.

**Licensing, Health and Safety**

- To ensure that all statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with at all times.
- Ensure licensing and Health and Safety regulations are adhered to at all times.
- To supervise and attend fire drills, and with the Visitor Experience Manager, ensure each member of the Experience team know the correct procedure, and that team members receive regular fire awareness training.
- To take a leading role in the evacuation of the building if necessary, liaising with Wrexham University Security at all times.
- To act as a first aid officer for Theatr Clwyd (training will be given if necessary).  
To keep records of any incidents or accidents and to keep appropriate First Aid supplies.

**Other**

- To act always in the best interest of Theatr Clwyd.
- Any other duties as reasonably required by the Visitor Experience Manager
- To represent and positively promote the organisation at all levels.

## **Person Specification**

### **Essential**

- Practical experience in a customer facing operational role in a cultural venue, visitor attraction, catering, retail, hotel, restaurant, bar or other hospitality environment and/or an appropriate recognised qualification.
- Display a passion for working within the performing arts sector.
- Experience of supervising and positively motivating and inspiring front line team members (both staff and volunteers) through excellent working practices.
- Knowledge of DDA requirements and working with audiences/visitors with special needs.
- Organised and effective administration skills.
- Proficient IT skills.
- Proven ability to communicate effectively and confidently, both orally and in writing, with diverse groups of people.
- An understanding of and commitment to diversity and inclusion.
- A commitment to artistic excellence.
- A flexible approach to working hours to meet the needs of the service, including working evenings, weekends and bank holidays.

### **Desirable**

- Knowledge of, or willingness to learn about, the community local to Theatr Clwyd.
- Knowledge of theatre, dance and other art forms within the UK generally and Wales specifically.
- Up to date knowledge on licensing and health and safety legislation.
- Health and Safety qualifications.
- First Aid trained.
- Spoken and written Welsh.
- Event management experience.
- Good knowledge of promotional techniques, sales techniques and marketing.
- Full driving licence.