

Deputy Experience Manager  
**Theatr Clwyd**  
Job Description

**Family:** Experience

**Reports to:** Visitor Experience Manager (Theatr Clwyd)

**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 cover the Welcome Desk to support the Experience team in creating a welcoming environment
- To start performances and cinema screenings on time.
- Monitor the Building Management System to establish the correct usage of ventilation, lighting, and energy and to check the status of fire and security systems.
- To encourage the Experience team to keep the Welcome Desk clutter free at all times, and to maintain high standards of presentation at the welcome area and shop.
- To assist the Visitor Experience Manager and Experience Coordinator in creating team working time schedules and stock management.
- 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 services 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 locking up and securing the 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 throughout 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 meet with the Visitor Experience Manager or Experience Coordinator when necessary at the beginning of any shifts to ensure a smooth and informed transition.
- To encourage a strong working relationship with our catering partner and to help Guests with their enquiries about dining.
- 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.
- To ensure that visitors with additional needs or access requirements are welcomed to our accessible building
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#### **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.
- 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 disabilities.
- 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.