

Deputy Experience Manager
Theatr Clwyd
Job Description

Reports to: Experience Manager (Theatr Clwyd)
Responsible for: Welcome Desk Assistants & Volunteers (shift supervision)

Job Purpose

Under the direction of the 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

General

- 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 keep a complete and accurate written record of events and incidents during shifts and also to communicate these to the Experience Manager when possible

Building Duty Management

- To cover the Welcome Desk to support the Experience team in creating a welcoming environment
- 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.
- Ensure that all aspects of front of house provides a clean, tidy and welcoming environment for all.
- 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 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 Experience Manager when they are not.

Live Events Supervision

- Deliver event activity in line with venue standard operating procedure providing an excellent customer experience
- To regularly be present around the public spaces over the building, engaging with building users, gaining feedback, developing relationships and positively promoting Theatr Clwyd
- Oversee the wellbeing and safety of the audience and maintain excellent customer services at all times.
- To welcome all companies, performers and artists when they are in the building and to ensure that they feel supported.
- To encourage a strong working relationship with our catering partner and to help Guests with their enquiries about dining.
- Provide support to the Event Manager and wider events team as and when required
- To meet with the Experience Manager or Experience Coordinator when necessary at the beginning of any shifts to ensure a smooth and informed transition.
- 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

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 Experience Manager, ensure each member of the Experience team knows 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 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, the social model of disability and working with audiences/ visitors and company members with impairments or identify as Deaf, disabled and/or neurodivergent.
- 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 license.