

EXPERIENCE CO-ORDINATOR
Theatr Clwyd and William Aston Hall
Job Description

Family: Experience

Responsible for: Experience Assistants, Volunteers

Reports to: Visitor Experience Manager

Grade: OP4

Job Purpose

To support the Visitor Experience Manager in the delivery of the smooth running of Theatr Clwyd and William Aston Hall. To create the Company Member and volunteer scheduling of the front-line Experience team ensuring that all aspects of the operation are staffed to budgeted levels whilst providing first class customer service and sharing accurate information.

Key responsibilities

General

- To support the front line operational service at Theatr Clwyd and William Aston Hall, ensuring rigorous performance management standards thereby maximising commercial return in line with business plan targets To recruit and develop the front-line Experience Team ensuring that all Company Members have a flexible and friendly approach and that they feel part of the organisation
- To oversee scheduling of all front-line Experience Company Members at both venues
- To manage the development and communication of a distinctive identity for the Volunteer Programme at Theatr Clwyd and William Aston Hall
- To design and deliver a theatre-wide induction and training programme for all volunteers whilst leading on the recruitment, placement and retention of them.
- Manage all public enquiries regarding volunteering by email, phone, website, through social media and face to face
- 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.
- To act as Deputy Experience Manager on some daytime and evening shifts. During shifts where there is a performance, to liaise with production staff to control the venue's performances. To be responsible for the wellbeing and safety of the audience, overseeing cashing up, managing the Experience team and locking up the building
- To ensure that visitors with disabilities and / or access requirements are welcomed to our accessible building

- To work with the Visitor Experience Manager on all DDA compliance ensuring that we are an accessible venue.
- To work with the Events Manager to ensure that events run smoothly
- To support on the management and supervision of financial procedures and controls for operational services including stock, and merchandise
- To undertake any other duties as reasonably required by the Visitor Experience Manager

Person Specification

Essential

- Confident and motivational team leadership skills, with experience of supervising staff and associated day-to-day issues.
- Experience of managing a front line team
- Experience of working with a large team of volunteers
- Proven experience of high-quality customer service delivery.
- Ability to create a welcoming environment for a diverse range of building users.
- Knowledge of Health and Safety legislation.
- Spoken and written Welsh.

Desirable

- Keen interest in theatre and the arts.
- Health and Safety and/or First Aid training.
- Full clean driving license.