

VISITOR EXPERIENCE MANAGER
Theatr Clwyd and William Aston Hall
Job Description

Family: Experience

Responsible for: Experience Coordinator, Deputy Experience Managers

Reports to: Senior Experience Manager

Job Purpose

To support the Senior Experience Manager in the delivery of the smooth running of Theatr Clwyd and William Aston Hall. The Visitor Experience Manager will ensure that the theatre is operated efficiently, contribute to the development and achievement of key business objectives, whilst reinforcing Theatr Clwyd and William Aston Hall as destinations where Guests receive first class service.

Key responsibilities

Management Responsibilities / Company Support

- To oversee the recruitment and development of the front-line Experience Team to ensure that all Company Members have a flexible and friendly approach and that they feel part of the organisation
- To encourage risk taking, hard work and creative thinking and promote a positive and supportive well-being focused culture.
- To carry out a daily briefing of the activities happening in the building to morning and afternoon teams

Experience

- 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 work with the Senior Experience Manager on all DDA compliance ensuring that we are an accessible venue
- To ensure that visitors with additional needs or access requirements are welcomed to our accessible building
- With the Senior Experience Manager, to implement innovative new drinks and snacks offers that cover bar service at William Aston Hall
- To work with the Events Manager to ensure that events run smoothly
- Lead on the development and communication of a distinctive identity for volunteering at Theatr Clwyd and William Aston Hall

Financial

- To manage 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
- Continually challenge and review operations to identify areas for improved efficiency, effectiveness and innovation, making changes necessary to improve service standards and increase profitability.
- To lead on management and supervision of financial procedures and controls for operational services including stock, and merchandise
- To work with the Experience Coordinator, and Deputy Experience Managers to implement robust stock control and ordering across all areas of trading

Health & Safety

- To monitor activities and areas of the building to check for updated Health & Safety compliance

Other

- To undertake any other duties as reasonably required by the Senior Experience Manager

Person Specification**Essential**

- Confident and motivational team leadership skills, with experience of managing people and associated day-to-day issues.
- Experience of managing a large team
- Experience of managing revenue and expenditure budgets
- 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.
- Knowledge of drinks legislation and best practice.
- Strong numeracy skills.

Desirable

- Keen interest in theatre and the arts.
- Experience overseeing a retail operation
- Health and Safety and/or First Aid training.
- Full driving license.
- Spoken and written Welsh.