



CITY VARIETIES
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The
GRAND
Theatre & Opera House Leeds



Customer Experience Supervisor

The role of the Customer Experience Supervisor at Leeds Heritage Theatres (LHT)

Purpose of Job

The Customer Experience Supervisor will support the Duty Manager during performances by being the first point of contact for customers and staff.

This is a hands-on role where you will use your exceptional organisational, prioritisation, and strong attention to detail skills to ensure service and quality standards are always met.

You must know and understand what it means to deliver quality hospitality and will thrive on the challenge of you and your team always exceeding our customers' expectations. To engage with customers to provide a positive experience and develop lasting relationships which encourage return visits.

To be responsible for leading the team, to ensure courteous and efficient customer service.

Principal Accountabilities

Responsibilities

The purpose of the role is to support the Duty Manager and Team during opening times and be the main liaison between staff and management. The role co-ordinates the preparation of the building, welcome and departure of any front of house visitor to the venues.

Our venues are receiving houses with a varied programme of musicals, dance, comedy, music, drama, film and a programme of Youth Theatre rehearsals, classes and projects, as well as other events.

The role requires the applicant to be effective, a logical thinker, flexible in their approach and not afraid to use their initiative.

Key Responsibilities

This is not an exhaustive list of the responsibilities associated with the role, but it identifies key tasks that will shape the day-to-day execution of the position.

- Support your team to deliver excellent customer service by being aware of all procedures and ensure these are delivered to the highest standards.
- Support your team to maximise income generation by the proactive sales of programmes, drinks, ices, sweets, merchandise and all other secondary sale items.
- Carry out pre-opening Health & Safety checks, record findings and report any issues to the Duty Manager.

- To be responsive to any emergencies such as sudden illness and to react with calmness and efficiency.
- Always ensure the comfort and safety of visitors.
- Be aware of the needs of patrons with disabilities.
- Be the first point of contact for any queries or complaints.
- If requested cover stage door during performance and assist the Duty Manager with locking up procedures.
- Assist with training and development of the team following set guidelines.
- To act as first aider.
- Take the lead in an evacuation from your allocated area.
- Promote a Positive Work Environment.
- Represent the brand and the culture of LHT in a positive light both inside and outside the organisation.
- Be familiar with LHT fire and evacuation procedures and attend any drills or training to be able to carry out emergency procedures correctly.
- Annual attendance at mandatory training sessions.
- Comply with theatre's policies and procedures, security, fire regulations and health and safety policies and legislation.
- To undertake any other duties reasonably requested by Management.

About You

The preferred candidate will like working with the public and have a friendly, approachable manner. They will have an interest in performing arts and cultural organisations in general. An interest in Health and Safety would be an advantage.

They will always deliver excellent standards of customer service by listening, understanding and dealing with customer queries in a confident, professional, knowledgeable and friendly manner – and lead and motivate the team to do the same.

The successful applicant should be a supportive team player with enthusiasm, exceptional attention to detail, diplomacy, and a commitment to customer care. Ideally, they will have worked in a fast-paced environment and be able to work under pressure and to tight deadlines.

Essential attributes

- Punctual and reliable
- Experience working in a similar role
- Ability to remain calm and professional under pressure
- Team player
- Discrete, tactful and diplomatic
- Ability to work on own initiative and make decisions
- Courteous, welcoming, polite and helpful with a 'can do' attitude
- Meticulous eye for detail and accuracy
- Experience in dealing with customers in a busy environment
- Willingness to work unsociable hours

Desirable attributes

- Customer service training
- Welcome Host certificate or equivalent
- First Aid at Work qualification

- Food Hygiene certificate
 - Interest in the Arts and/or Theatre
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Contract type: Permanent - annualised hours

Responsible to: House Managers

Salary: £12.30 per hour

Holiday Entitlement: Dependent on contract

Benefits

Generous average salary pension scheme

Regular staff offers and discounts for our own venues and local businesses

Free to use Employee Assistance Programme that supports your health and wellbeing

Personnel investment and training

Probation Period: Six months

Notice Period: One month

Hours: 28hrs per week (FT) or 16hrs per week (PT), based on an annualised hours contract. Shifts will be allocated monthly depending on the needs of the business.

*Your normal hours of work are **28 per week (5/6)**; however, the actual times of work will vary according to the needs of the business and will involve evening and weekend work. In exceptional circumstances, you may be required to work any time – 24 hours over 6 days a week.