



CITY VARIETIES
MUSIC HALL · LEEDS

The **GRAND**
Theatre & Opera House Leeds



Customer Experience Assistant (casual contract) – deployed to Bar Team

The House Management Department at Leeds Heritage Theatres (LHT) – comprising the Customer Experience, Housekeeping, Stage Door, and Logistics & Distribution teams – plays a vital role in delivering outstanding customer experiences across our venues. As the first point of contact for many visitors, we set the tone for their journey with us. This role supports that mission by working within the Customer Experience team to ensure the smooth and efficient running of our customer service and sales operations.

Purpose of Job

The purpose of this role is to provide a welcoming, courteous, and efficient service to all visitors, while taking a proactive approach to customer service and sales to enhance and uphold the organisation's reputation.

Our venues are receiving houses that present a diverse programme, including musicals, dance, comedy, music, drama, film, and Youth Theatre rehearsals, classes, and projects, alongside a variety of other events.

We are seeking someone who is a true people person and a collaborative team player, with a genuine passion for delivering exceptional customer service and driving sales.

Principal Accountabilities

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.

- Deliver excellent customer service by being aware of all procedures and ensuring these are delivered to the highest standards.
- Deal with customer queries effectively and efficiently.
- Work to maximise income generation by proactive sales.
- Be aware of Health & Safety and report any issues to the Duty Manager
- Be responsive to any emergencies, such as sudden illnesses, and react with calmness and efficiency.
- Be aware of the needs of patrons with disabilities
- Be familiar with LHT fire and evacuation procedures and attend any drills or training to be able to carry out emergency procedures correctly.
- To follow the procedure in the event of an evacuation from your allocated area
- Promote a positive work environment.
- Represent the brand and the culture of the company in a positive light both inside and outside the organisation.
- Annual attendance at mandatory training sessions.

- Comply with the theatre's policies and procedures, security, fire regulations, and health and safety policies and legislation.
- To undertake any other duties reasonably requested by Management.

Bar & Sales Team Responsibilities

- Arrive for your shift 1.5 hours before the performance start time - bars open 1 hour before the performance.
 - Set up the bar ready for service.
 - Be ready to greet, serve the public, and take interval orders from 1 hour before the performance.
 - Keep all areas of the bar clean and tidy, including tables & shelves throughout your shift with due reference to the Food Safety Policy and all health and safety regulations.
 - Report any problems with either the room or equipment to your supervisor.
 - Be aware of the laws regarding licensed sales.
 - Undertake other duties commensurate with the role as assigned by Managers
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About You

The ideal candidate will enjoy working with the public and demonstrate a friendly, approachable manner. They will have an interest in the performing arts and cultural organisations, along with a passion for supporting our work through income generation.

They will consistently deliver the highest standards of customer service by listening attentively, responding with confidence and professionalism, and handling queries with knowledge, understanding, and warmth.

We are looking for a supportive team player who brings enthusiasm, diplomacy, and a strong commitment to customer care.

Enthusiasm, positivity, and a can-do attitude are essential, along with a willingness to learn and grow as part of our team.

Essential attributes

- Must be at least 18 years of age due to the selling of alcohol
- Experience working fast-paced retail setting
- Punctual and reliable
- Team player
- Discrete, tactful, and diplomatic
- Ability to work on own initiative but know when to ask for help
- Courteous, welcoming, polite, and helpful with a can-do attitude
- Willingness to work unsociable hours

Desirable attributes

- Experience of dealing with customers in a busy environment
- Experience of working in a bar or cafe
- Customer service training
- Welcome Host certificate or equivalent
- First Aid at Work qualification
- Food Hygiene certificate
- Interest in the Arts and/or Theatre

Contract type: Casual. You identify your availability, and shifts will be allocated depending on the needs of the business. All shifts are paid at a minimum of 3.5 hours. We expect most shifts to fall on Fridays and Saturdays, but other work will be available.

Responsible to: House Managers

Salary: £12.21

Holiday Entitlement: N/A (however, a payment for accrued holidays will be paid monthly)

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
- Flexible working

Probation Period: 10 shifts

Notice Period: N/A

Hours: Flexible and variable, dependent on your availability and business needs