



CITY VARIETIES
MUSIC HALL · LEEDS

The
GRAND
Theatre & Opera House Leeds



Customer Experience Assistant (part-time, permanent contract) – deployed to the Customer Service 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 ensure these are delivered to the highest standards.
- Deal with customer queries in an effective and efficient manner.
- Work to maximise income generation by the proactive sales of programmes, drinks, ices, sweets, merchandise and all other secondary sale items.
- 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.
- Ensure the comfort and safety of visitors at all times.
- 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 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 theatre's policies and procedures, security, fire regulations and health and safety policies and legislation.
 - To undertake any other duties reasonably requested by Management.
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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.

They should be open to welcoming the diverse range of visitors and audiences who come through our doors. At Leeds Heritage Theatres, we are committed to building a future where both our audiences and our staff reflect the rich diversity of the people of Leeds. We warmly encourage applications from the widest possible range of candidates.

Essential attributes

- At least 18 years of age due to some performance content and sale of alcohol
- 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: Permanent annualised hours. 12 hours per week on an annualised basis, to be worked over three days (Thu, Fri and Sat). All shifts are paid at a minimum of 3.5 hours

Responsible to: House Managers

Salary: £12.71

Holiday Entitlement: 4 weeks plus Bank Holidays (increasing with length of service)

Benefits

- 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: Three months

Notice Period: One month

Hours: 12 hours per week (3-4 shifts)

To work shifts over Thursday (matinee and evening), Fridays and Saturdays (matinee and evening), other shifts may be available.