

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

About the role

The Customer Experience team are the most visible point of contact between Leeds Heritage Theatres and our audiences at both Leeds Grand Theatre and City Varieties Music Hall. Our venues welcome hundreds of thousands of people every year, and we are committed to providing the best experience for the widest possible range of audience members, and to contributing to LHT's income through actively promoting sales.

Our venues are receiving houses (which means that, for the most part, we provide stages and services for shows to come into our venues, rather than making our own shows). We present 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 variety of different things on our stages is reflected in our varied audiences.

We welcome people at our doors, check their tickets and make sure they can find their seats; we serve at our bars, and sell other products including ice-cream and merchandise. If audience members have problems, or there are any issues in the theatres, we work to resolve them so that everyone has a great experience. In the event of an emergency, we act to keep people safe.

Although there are some exceptions, most of our work is aligned to performances at the two theatre venues, so most shifts are for evening performances (up to seven days a week), and matinee (afternoon) performances, which mostly fall on Wednesdays, Thursdays, and Saturdays. Supervisors come in up to 2½ hours before a show starts to make sure everything is ready to receive our audiences.

As a supervisor you will have a hands-on role in delivery and being a role-model for excellent experience and income-generation, taking on some tasks with more responsibility than we would expect from Customer Experience Assistants and volunteers. You will also assist with the day-to-day supervision and coaching of a small number of colleagues each shift, and will take responsibility for an area of work, as assigned to you by the Duty Manager each shift.

We currently deploy our Customer Experience colleagues in two teams: Bars and Front of House ('front of house' is a theatre-term for – broadly - the areas that the public go to, as opposed to 'back of house' where casts and theatre teams work). Each Customer Experience Assistant and Customer Experience Supervisor is assigned to one of these two areas of work.

About You

You enjoy working with the public and have a friendly, approachable, but professional manner.

You can positively promote our shows, and on-sale items, and you can learn about and promote our products, including shows, merchandising, and (where applicable) our bar offer.

You have a track-record of delivering excellent standards of customer service by listening, understanding and dealing with customer queries in a confident, professional, knowledgeable and friendly manner.

You can lead and motivate your colleagues in day-to-day delivery. You are a supportive team-player with enthusiasm, exceptional attention to detail, diplomacy, and a commitment to customer care. Ideally, you will have worked in a fast-paced environment and be able to work under pressure and to tight deadlines.

You can stay calm if things go wrong, or in an emergency, dealing with people who may need reassurance or support, or those who may be displaying challenging behaviours.

What we're looking for

Essential attributes

- Experience of working in a similar environment
- Proven relevant sales experience. Experienced in cash handling, use of tills/point of sale terminals, and taking contactless/card payments
- Recent experience of, and a high commitment to, providing a high-quality customer service, including experience of dealing with customers in a busy environment.
- Ability to remain calm and professional under pressure, to manage multiple priorities, and to meet deadlines. Ability to work on own initiative and make decisions.
- Experience of working effectively as part of a team, and taking a leadership or coaching role in that team, even if that was an informal role
- Effective interpersonal and communication skills with the ability to work with a wide variety of people. Professional communication skills which are outgoing and confident, but also discrete, tactful and diplomatic.
- Courteous, welcoming, polite and helpful with a 'can do' attitude
- Punctual and reliable. Meticulous eye for detail and accuracy
- Willingness to work unsociable hours
- Knowledge of stock/cash reconciliation.
- Knowledge of licencing legislation.

Desirable attributes

- Customer service training, or conflict management training
- Welcome Host certificate or equivalent
- First Aid at Work qualification
- Food Hygiene certificate

Key responsibilities for all Customer Experience Supervisors

- To be accountable each shift for areas assigned to you by the Duty Manager. Be the first point of contact for any queries or complaints, in your area, referring matters to the Duty Manager when appropriate.
- Drive income-generation through sales, within our policies and guidelines. Maintain the secure and accurate handling of all monies, transactions, and point of sale records, in keeping with LHT's financial regulations.
- Promote a positive work environment, ensuring that our theatres are welcoming to the widest range of people, including colleagues and audiences. Identify and challenge discrimination and harassment. Have a clear understanding of inclusion pledges such as All In and Disability Confident.
- Carry out pre-opening and closing Health & Safety checks, record findings and report any issues to the Duty Manager.
- Model excellent customer service, and compliance with our policies, and ways of working. Represent the brand and the culture of LHT in a positive light both inside and outside the organisation, reflecting the organisation's values and behaviours.
- Assist with training and development of colleagues following set guidelines, and to coach colleagues to provide an efficient, friendly service to a wide range of customers. As appropriate let your manager or the shift's Duty Manager know if colleagues are not demonstrating the correct standards, behaviour, or are deviating from procedures.
- Ensure the comfort and safety of visitors at all times. To be responsive to any emergencies such as sudden illness and to react with calmness and efficiency.
- Be familiar with our fire and evacuation procedures and attend any drills and training in order to be able to carry out emergency procedures correctly. Take the lead in an evacuation from your allocated area. Act as first aider.
- Comply with theatre's policies and procedures, security, fire regulations and health and safety policies and legislation.
- Annual attendance at mandatory training sessions.
- Undertake any other duties reasonably requested by Management, which may include assisting the Duty Manager (or Stage Door Receptionist) with locking up procedures.

Additional responsibilities if deployed to the Bar team

- Ensure all bars are well-stocked and clean in readiness for shows. Take responsibility for recording stock and wastage, and training colleagues about these.
- Take responsibility for in-house bar practices such as FIFO stock rotation, stock checks, date checks and for ensuring that close down sheets/cleaning records are kept up to date.
- Ensure licensing laws and the Weights and Measures Act are adhered to and followed by staff, challenging where necessary.
- Report any stock or bar-ware shortages to the Managers.
- Promote and manage the online bar sales for LHT.

Additional responsibilities if deployed to Front of House team

- Support your team to maximise income generation by the proactive sales of programmes, drinks, ices, sweets, merchandise and all other secondary sale items.

Conditions of employment

Contract type: Permanent, with annualised hours

Responsible to: House Managers

Salary: £26,365 per annum, based on a full-time employee working 37 hours per week. This equates to £13.67 an hour.

Holiday Entitlement: Four weeks plus bank holiday entitlement, rising after 3 whole years' service, and again after 5 years' service.

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: Three months

Notice Period: One month

Hours:

Customer Experience Supervisors have contracts of employment with annualised hours.

Hours will vary week by week, depending on the needs of the business, but this is an annualised contract, so the expectation is that some weeks you will work more, and some less, but you will receive a regular salary each month based on that average. Each show we assign you to work is a 'shift'.

This team works:

- Matinees on Wednesday, Thursday and Saturday
- Evenings from Tuesdays to Saturday (inclusive)

with occasional Monday and Sunday evening shifts.

Flexibility

There are no opportunities to work from home in this role.

When we recruit to this role, we may set out specific time slots that we need you to be available to be called. You can ask to change the times you need to be available, and we would try to accommodate requests, however, unless other colleagues are available to provide cover, we may not be able to agree every request.

The start and end times for shifts are determined by the shows (or work) and there is little opportunity to vary these

We will, however, consider adjustments for colleagues who are disabled within the meaning of the Equality Act 2010, and who are disadvantaged by these requirements.