

Senior Assistant (Concept Leader)

Venue: Piccadilly Theatre

Reports to: Customer Experience Manager

Terms: 40 hours per week – Includes working evenings and weekends

At The Piccadilly Theatre we are the innovators and trend setters in creating the ultimate West End Theatre experience for our patrons. By joining our Customer Experience Team you make this happen! With an exciting year of programming ahead we are looking for a leader who thrives in a fast paced environment, achieving targets and working in a unique industry.

Concept Leader

In order to create the ultimate West End experience and achieve financial targets we work with three wonderful concepts, The Ambassador Lounge, Ordertoium and Our Premium Bar spaces. As a Senior Assistant you will be the driving force in leading one of these concepts. With the support of a team of Deputy Concept Leaders to assist you in ensuring the smooth operation and performance of your concept, you have the opportunity to instigate new ideas and contribute to the identity of the venue.

Other Benefits include: Duty Manager Training, opportunity to work in a number of ATG venues, Management training courses and career development programmes.

At ATG our aim is to become the leading authority in live entertainment. To achieve this our work is underpinned by following four ethos and values:

Passionate: Collaborative: Ambitious: Smart:

Passionate

Be the face of our venue; welcoming team members and customers, promoting a culture of inclusiveness and excellence.

Inspire and engage the team in striving for consistent and exceptional customer service; offering positive and constructive feedback on the floor, and being an example of excellence through your own customer and team interactions.

Collaborative

Motivating and engaging the Front of House team; managing for high performance and promoting a strong, positive teamwork ethic.

Ensure the Front of House operation is running efficiently and meets the highest standards, whilst being fully compliant with Health and Safety, Licencing, and Food Hygiene Rules and Regulations.

Ambitious

Ensure all sales opportunities are maximised and work with the CEM team to achieve targets in areas such as Spend Per Head and Mystery Shops.

To work flexibly and creatively in order to effectively problem solve. Constantly assess the standard of service and experience being delivered on the floor, foreseeing potential issues and finding solutions to minimise negative customer interactions or operational difficulties.

The Piccadilly have a proud history of being the best and encourage a working environment of positive and rewarding competition.

Smart

Monitor and track staff performance; ensure rota is full and smartly staffed on a daily basis, track holiday and sickness, identify training needs for staff.

Ensure processes are adhered to with regards to stock management, cash handling, and nightly cash reconciliations.

Please find attached to this advert our Values and Behaviours chart for more information.

Desirable Qualities:

Previous Supervisory Experience

Personal Licence Holder

An innovative approach to Food and Beverage operations

Experience in running a busy retail operation

Competent with IT systems including but not limited too; Apple hardware, Microsoft Windows software, Zonal.